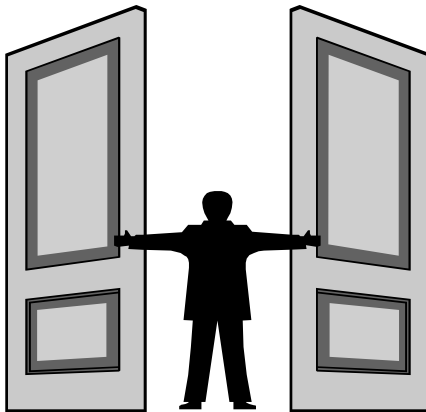


Shasta County

**Occupational Outlook 2004
and
Training Directory**



**Your One-Stop Source for
Local Occupational Information
2001-2002-2003**

Welcome to Shasta County

Shasta County Snapshot

Created in 1850, Shasta is one of California's original 27 counties. The county's name derives from the nearby Mount Shasta. The name "Shasta" is the English equivalent for the name of an Indian tribe that once lived in the area. Shasta County's 3,850 square miles include a variety of terrain, ranging from the relatively flat farmland along the southern Shasta-Tehama border to the mountain ranges that rise in the eastern, northern, and western regions of the county.

Shasta County is located in the Northern Sacramento Valley; Shasta's varied landscape provides numerous recreational areas available for camping, hiking, boating and other outdoor activities, while also supporting an active social community. Shasta County is surrounded by Siskiyou and Modoc Counties to the north, Trinity County to the west, Lassen County to the east, and Tehama and Plumas Counties to the south.

Shasta County population totals 172,000 persons, which represents an increase from 2002 estimates of 2,700 residents or 1.6 percent, based on information from the Department of Finance population estimates. Redding is the largest city in the county, with a recorded population of 85,700, representing a 1.3 percent increase from 2002. The next two largest cities, Shasta Lake and Anderson, both have recorded populations of more than 9,500 residents each. The Shasta County population estimate for the year 2020 is 231,000 residents, representing an increase of more than 34 percent over the current figures. In addition to population growth, the civilian labor force increased by 4,000 in 2002, reaching a total of 80,800.

Shasta County's largest industries are trade, transportation and utilities, government, and educational health services. Trade, transportation and utilities provided more than 13,000 jobs, the largest share (almost 21 percent) of all employment. Within the industry, the largest concentration of jobs was in the retail trade sector. Government contributed 20 percent (12,900) of all jobs; a majority (9,900) were in the local government sector. Local government employment includes local education, city government, county government, and Indian tribal government. Varied occupations in health services and education showed the next largest share of growth and gained 600 jobs in 2002, totaling employment of 10,400, or more than 16 percent of all employment. Hospitals and numerous specialized clinics and health and nursing care facilities serve the needs of the area north of Sacramento.

Construction is one of Shasta County's fastest growing industries. New construction, especially single and multi-family housing starts have brought many jobs to the area and more developments are proposed.

Historically, Shasta County has been associated with the northern California resources-based industry region, which relied heavily on timber and timber products industries. However, in recent years, a more balanced industry mix has emerged. Economic development efforts aggressively recruit new business; bringing manufacturing, call centers, private education and major retailers to the area. Indian tribal government has contributed to job creation in the county, including expansions in lodging and eating and drinking places.

Additional Resources:

County of Shasta

Visit: www.co.shasta.ca.us/

Shasta Economic Development Corporation

Visit: www.shastaedc.org/

Shasta Multi-Agency Re-Employment and Training Center SMART

Visit: www.shastasmart.com/

Business Resource Center (BRC)

Visit: www.shastabrc.com/

Employment Development Department (EDD)

Visit: www.edd.ca.gov/

EDD- Labor Market Information Division (LMID)

Visit: www.calmis.ca.gov

Employment Development Department - CalJOBS

Visit: www.caljobs.ca.gov/

Occupational Information Network (O*Net)

Visit: <http://online.onetcenter.org/>

Shasta County Occupational Outlook 2004

(2001-2003 data)

A Product of The California Cooperative Occupational Information System (CCOIS)



State of California Employment Development Department (EDD)
Labor Market Development Division (LMID)

On the web at: <http://www.calmis.ca.gov/>

In Partnership With The Shasta County Private Industry Council (PIC)

On the web at: <http://www.shastapic.com/>, <http://www.shastasmart.com/> and <http://www.norcalink.com/>



The Business Resources Center of the
The Private Industry Council is a proud member of
America's Workforce NetworkSM

On the web at: <http://www.shastabrc.com/>

In Cooperation With California Career Resources Network (CalCRN) the State of California's
designated representative to America's Career Resource Network (ACRN)

On the web at: www.californiacareers.info

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Introduction

Overview

Welcome to the new *Shasta County Occupational Outlook 2004 and Training Directory*. The occupational information in the Shasta County Occupational Outlook 2004 was collected through a cooperative partnership between the Shasta County Private Industry Council (PIC) and the Labor Market Information Division (LMID) of the State of California Employment Development Department (EDD). This state/local partnership, known as the California Cooperative Occupational Information System (CCOIS), was initiated in 1986. This is Shasta County's ninth year of participation.

Training providers in Shasta County can be found in the appendix of this publication. This year, the California Training and Educational Providers list (CTEP), was prepared exclusively by EDD/LMID. The statewide CTEP list can be found at: <http://www.californiacareers.info/>

The goal of this publication is to improve the match between the labor needs of employers and the skills of job seekers by providing current, local occupational information to aid in career decisions and employee selection.

You can help the EDD staff to achieve their goal of improving future Occupational Outlook Reports. Fill out, fold, fasten and mail the post-paid and pre-addressed CCOIS User Survey Form inserted in this report. Let EDD know how this report can best serve **YOUR** business or agency's needs. The results are processed and studied by CCOIS staff.

Key Points

- The occupational summaries in this report apply specifically to Shasta County. Each year the Shasta County Private Industry Council surveys 20 occupations. Three years of data (including 2001, 2002 and 2003) for a total of 60 reports in summarized form are included in the annual report.
- Survey data is collected each year following the receipt of the sample refinement data from the State of California EDD/LMID. Survey data is collected from employers from April through November or until all usable data is collected.
- The Shasta County 2004 Occupational Outlook is available electronically (along with the reports for other counties and consortiums throughout the state), at the State of California Employment Development Department/Labor Market Information website: <http://www.calmis.ca.gov/htmlfile/ccois/or.htm>
- The supply and demand information for each occupation is gathered from employers and from the Employment Development Department. It should be noted that the information should be carefully weighed before making any training decisions. Not all occupations included may be suitable for training at this time. Conversely, omission of an occupation from the Outlook 2004 does not imply that training for the occupation is inappropriate. Shasta County's CCOIS project is limited in scope to 20 occupations each year. Different occupations are selected for study in successive years along with re-surveys of warranted occupations.

Introduction

Uses of this Report

The purpose of this report is to provide current, local, labor market information for job seekers, employers, training providers, educators, and other organizations involved in making labor market decisions. The information in the Occupational Outlook Reports can be used by a variety of organizations and individuals for many different purposes. Some possible uses are:

Career Decisions

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education and personal needs. The localized information is easy-to-read and includes employer requirements and preferences, wages and benefits, labor supply and sources of education and training.

Program Planning

The Outlook 2004 provides local planners and administrators with employment data including occupational size, expected growth rates, labor supply and demand assessments, and training and experience requirements. Program planners can use this data to evaluate and improve existing programs, plan new programs and eliminate outdated programs.

Curriculum Design

Training providers and workforce development professionals can assess and update their curriculum based upon current employer needs and projected occupational trends as indicated in the Outlook 2004.

Economic Development

Local government agencies and economic development organizations will find the information on occupational size, expected growth rates and wages, useful in their

determination of the potential for business growth and development in the Shasta County labor market area.

Program Marketing

Economic and workforce development professionals, training providers and job placement specialists can more effectively market their programs by informing employers, students, and other job seekers that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

Human Resource Management

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve recruitment methods, and assess the availability of qualified workers for business expansion and relocation purposes.

Interpreting the Occupational Summaries

Each occupational summary follows the same basic format as outlined below. Please note the common abbreviations, which are used throughout the publication: words per minute (wpm), years (yrs.), pounds (lbs.), plus (+), minus (-), and (&), per hour (/hr.), hours (hrs.), full-time (F/T), and part-time (P/T). Other acronym abbreviations are explained in the summary.

Note: Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Occupational Titles, Codes & Definitions, SOC and OES Designations:

Unless otherwise indicated, the titles, codes and definitions used for the occupational summaries are from the list produced by the Occupational Employment Statistics (OES) program of the Bureau of Labor Statistics (BLS). Each occupation is identified by its unique six-digit OES code number for the years' 2001 and 2002; or its six-digit Standard Occupational Classification (SOC) code number for 2003.

Each of these code numbers can be found on the page header for each occupation. Additional information for the new SOC coding system is available at the BLS website: http://www.bls.gov/soc/soc_majo.htm.

The OES and SOC occupational codes, shown at the top of each summary, have been provided for the convenience of the reader, to show the general relationship of these codes to one another. However, it is important to note that the occupational definitions from these two coding systems may differ to some degree.

Alternate Job Titles:

Below the occupational definition is the alternate job title. These are the most commonly used job titles as reported by employers responding to our survey. At times, alternate job titles may appear to encompass other occupations; however, this is due to variation in job title usage by actual employers.

Number of Firms Responding:

This indicates the total number of firms or employers answering core/required questions of our survey. (See the Sample CCOIS Questionnaire in the Appendix of Outlook 2004.) For the survey years 2001, 2002, and 2003, the required responses are questions 2, 4, 6, 7, 8, 9, 11, 12, and 14.

The number of employers contributing data elements for the benefits tables may be less than the total number of responding firms; the actual number of contributing firms is noted when different.

Special Surveys:

Designation as a special survey occurs when the number of employers available to survey is considerably less than the California Cooperative Occupational Information System guidelines normally acceptable minimum. An occupation's inclusion by this method is used when it exhibits strong career opportunity growth or merits observation for other compelling reasons. Such occupations are pre-cleared with LMID staff for suitability before surveying.

Wages and Benefits

Hourly Wages

Wage data enables comparison of salary ranges across occupations. Our data does not represent official prevailing wages. Rather, ranges and median wages are based upon local employer surveys and contacts with labor unions. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

The minimum wage figures used for this report are \$6.25/ hour for 2001 and \$6.75/ hour for 2002 and 2003. Extreme wages are not reported.

The survey questionnaire asks employers for wage information based on the following definitions:

- New Hires with No Experience: Wages paid to trained or untrained persons, but without prior paid experience in the occupation.

Introduction

- New Hires with Some Experience: Wages paid to journey-level or experienced persons just starting at the firm.
- Three or More Years of Experience with the Firm: Wages generally paid to persons with three or more years of journey-level experience with the firm.

Wage Tables

Wage tables reflect both non-union and union employers unless union employment in an occupation (as determined by a percentage of responding firms) is greater than 20% and less than 80%; then separate non-union and union wage tables are used. Non-union wages are always listed first except when union employment in an occupation exceeds 50%. When the majority of employees in an occupation are union members, the union wages are given first.

Benefits

The benefits table indicates the percentage of responding employers that offer eight core employee benefits and whether the employer pays all of the cost, shares the cost, offers but doesn't pay the cost or doesn't offer the benefit to their employees. Depending upon the employer, other benefits that may be offered are summarized in narrative form beneath the table.

Union or Collective Bargaining

The actual number of responding employers who indicate that their employees are unionized in the occupation (if any) is listed along with the percentage of the total number of employees in the occupation that are unionized (if any).

Time Base and Hours Worked

Employment Status and Average Weekly Hours Worked

The table shows the percentage of employees in the occupation (as reported by

employers), who are full-time (40 hours per week, unless otherwise indicated), part-time, temporary or on-call, and seasonal. Hours are reported as the weighted average number of hours worked by the employees in each category.

Employer Requirements

This section indicates the minimum educational attainment, training, experience, licensing or certification requirements, and skills required by responding employers for the occupation studied.

Education

Indicates by actual number of employers the minimum levels of educational attainment required by responding employers for the occupation. While minimum educational requirements are shown as employers expressed them, these educational requirements are not always essential for the performance of the job. Therefore, because the lack of education will create a barrier to employment with some employers, the employers' educational statements have been included in this report.

Training

Indicates by actual number of employers the minimum levels of occupational-related training in months that are required by responding employers. In some cases employers will allow training to substitute for previous work experience, and it has been noted accordingly.

Experience

Indicates by actual number of employers the minimum levels of direct occupational experience in months that are required by responding employers. In some cases employers will allow experience in related occupations to substitute for previous direct occupational experience, and it has been noted accordingly.

License/Certification

Indicates if there are any licensing or certification requirements for employment in this occupation. Information regarding licensing or certification was obtained from EDD's California Labor Market Information website and from the California Professional and Business License Handbook, 6th edition, 1999.

Skills-

Technical, Physical, Personal, and Basic

Lists specific skills and personal traits identified as being important to gain entry into the occupation. All skills listed for an occupation were supplied through employer responses, LMID's California Occupational Guides, occupational skills-based software such as: O*NET, and actual current local job listings from EDD's CalJOBS system.

Employment Trends

Supply and Demand

Supply and demand not only refers to the difficulty that responding employers experience in hiring experienced and inexperienced workers that meet their hiring standards, it also addresses the potential employee's point of view, concerning the relative levels of existing competition or available opportunity in acquiring a job in this occupation. The degree of difficulty finding qualified applicants, the most successful recruitment methods, the annual turnover, the size of the occupation and the gender percentages based on information from the responding employers is included in this section.

Degree of Difficulty in Finding Applicants

The responding employers were asked to rate (on a scale from 1 to 4) the degree of difficulty they have in finding applicants who were fully experienced and qualified, or

inexperienced applicants that still meet their hiring standards. The lower the number, the easier it is to find qualified applicants. There are also other variables that may influence either the employer's ability to fill the position or an applicant's ability to fill the position; therefore, it is recommended that caution be used in interpreting the results.

The terms used to describe the results of the survey are as follows:

Very Difficult: Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that good opportunities exist for qualified applicants.

Moderately Difficult: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

Not Difficult: Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Recruitment Methods

The top three ways for an employer to find new employees is listed. The responses received from the employers are listed by actual number of responses to the methods that work best to recruit qualified applicants.

Annual Turnover

Indicates the percentage of employee turnover in the occupation annually as reported by responding employers. The turnover is calculated based on the total number of vacancies employers reported filling due to employees being either promoted or leaving the firm in the past 12 months.

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The number is then divided by the sum of the total number of employees reported in the occupation, and the number of new hires reported by employers in the last 12 months is subtracted.

Size of Occupation

Using occupational projections provided by the Employment Development Department, this section outlines the size of the occupation, which is an estimated range of the number of employees found in the occupation within Shasta County.

The scale used to measure occupation size varies for the three survey years and is shown in the following table:

Year	Small	Medium	Large	Very Large
2001	< 89	89-178	179- 386	387 or >
2002	< 91	91-181	182- 394	395 or >
2003	< 94	94-188	189- 408	409 or >

Gender

Indicates the percentage of males and females that are employed in the occupation based on employer responses.

Where The Jobs Are

This section indicates the major employing industries based on EDD projections for Shasta County and data collected from responding employers that has been standardized using the Standard Industrial Classification Manual (the SIC Manual). For the years 2001 and 2002, occupations used SIC codes from projection tables for the period 1999 through 2006. For the year 2003, the SIC coding system was used in the development of occupational projections for the period 2001 through 2008.

The designation “NEC” indicates industries that are “not elsewhere classified”, providing a miscellaneous category.

Projections

This section indicates the projected annual job growth rates, the number of new hires in the last year as reported by responding employers, the projected job openings (through 2008) from growth and separations, and the projected occupation growth reported by responding employers.

Annual Job Growth Rate

Indicates the expected growth rate factor for each occupation in Shasta County. This comparable change rate is calculated by dividing each occupation’s seven-year period growth projection by Shasta County’s overall growth projection for that same period. For years 2001 and 2002, projection tables for the period 1999 through 2006 were used. For the year 2003, occupational projections were developed for the period 2001 through 2008. The following table shows the terms that describe the annual job growth rate for each occupation as compared to all occupations in Shasta County as a whole.

Much Faster Than Average	1.50 Times or Greater
Faster Than Average	1.10 to 1.49 Times the Average
Average	0.90 to 1.09 Times the Average
Slower Than Average	> 0 to 0.89 Times the Average
Remain Stable	Zero
Slow Decline	Less than Zero

Number of New Hires in the Last Year

The number of vacancies in the occupation as reported by responding employers over the last 12 months is listed in four categories: promotions, employees leaving, new positions and temporary hires.

Projected Job Openings

Indicates the job openings based on E.D.D. projected job openings for Shasta County via growth and separations. For years 2001, and 2002, occupations use projections tables for the period 1999 to 2006. For the year 2003, occupational projections were developed for the period 2001 to 2008.

Job Openings From Growth:

Estimates the number of net gains from job growth. Net gain equals new jobs created minus jobs lost.

Job Openings From Separations:

Estimates of the number of job openings expected to occur as a result of workers retiring or leaving the occupation.

Total:

States the estimated total number of projected job openings from growth and separations.

Employer Projected Job Growth

Projected changes in employment based on local employer responses to the question of whether they expected employment in the occupation to decline, remain stable or grow over the next 24 months.

Other Information

Promotional Opportunities

Indicates by actual number of responding employers who promotes from this occupation to other positions in their firms. If promotions are possible, sample job titles based on employer responses are listed.

Program Methods and Procedures

Methods

The Shasta County Occupational Outlook 2004 is the product of a combined effort between the Private Industry Council (PIC) and the EDD Labor Market Information Division (LMID). PIC and LMID each have specific roles to make this publication possible. Essentially LMID provides the technical support, while the Private Industry Council gathers, analyzes, produces and disseminates the information to the community. This section describes the processes used in creating this product.

Occupation Selection

PIC staff put together a preliminary list of occupations based upon:

- Occupations having a substantial employment base in Shasta County,
- Indicators that an occupation is in demand by employers or job seekers,
- Occupations clearly defined by the Occupational Employment Statistics (OES), or the Standard Occupational Classification (SOC) classification systems,
- Receiving input from local training providers, client case managers, and private sector employers, and
- The anticipated needs of the personnel responsible for welfare-to-work and school-to-career initiative programs.

Annual community meetings are held with attendees representing community-based organizations, county and state government, and local businesses. The attendees review and discuss the preliminary list of occupations and participate in the final selection of the 20 occupations to be surveyed that year.

Introduction

The resulting list is sent to LMID for final approval, and then each occupation is defined using the appropriate SOC title and code number.

Survey Sample Selection

After the occupations are selected and defined, an initial employer sample is generated for each occupation. LMID staff, using detailed databases of employer information and occupational staffing patterns within industries, selects a representative sample of local employers for each of the occupations.

PIC survey staff carefully review the initial employer sample. Employers who are no longer in business or do not employ the occupation under study are deleted from the initial sample and replaced by a more appropriate employer to obtain a final refined sample of 40 employers (or as many as can be found for each occupation if less than 40). A minimum goal of 15 responding employers for each occupation is desired. However, if the sample is exhausted and fewer than 15 employers ultimately respond, a lesser number may be allowed.

Questionnaire Development

A standard, uniform questionnaire developed by LMID is used for all occupations. The sample questionnaire that has been used for each of the three survey years is included in the Appendix.

Survey Procedures

PIC uses the following survey procedures to collect CCOIS data:

- Employers in the final sample are called to verify: the company name and address, that the firm employs the occupation under study, and the name of the appropriate contact person. A description of the occupation is given and survey participation is encouraged. Some employers may choose to complete the survey over the phone at that time. Employers reporting they do not employ the occupation(s) for which they are selected are eliminated from the survey for that year. Employers refusing to participate at that time are also noted.
- Cover letters and questionnaires are mailed or faxed to employers listed in the final sample. Employers not responding to the mailing are contacted by phone and/or fax and encouraged to mail back the questionnaires, to complete them by telephone or return them by fax.
- The returned questionnaires are reviewed by PIC survey staff as well as the LMID Research Analyst to monitor for accuracy and completeness. Employers are contacted to clarify inconsistencies and to complete partial responses to meet our final response goals.
- If an insufficient number of responses are obtained from the final sample, additional employers with employment in the occupation are identified from other sources and contacted.
- In addition to local employers, PIC staff also solicits information from labor unions, training providers, and temporary agencies to obtain a complete overview of the occupations studied.

Tabulation and Results

Private Industry Council staff enters the individual survey responses into a database and blended tabulations are produced. The data is analyzed and reviewed by both the PIC and LMID staff, and then PIC staff write the final report. The product is the Shasta County Occupational Outlook 2004, which provides occupational summaries for each job title and a listing of available Shasta County training providers. Each occupational summary provides information on: wages, benefits, levels of education, training, work experience required by employers, important skills, a local labor supply and demand assessment, employment trends and additional information. Specific employer information obtained during the survey is held in strict confidence, affording safety and anonymity to each participating employer. Confidential destruction of project data occurs on a rotating schedule.

Acknowledgements

Projects like the **Shasta County Occupational Outlook 2004** require a team effort. In order to create the best source of local labor market information, the combined resources of the following individuals, organizations and businesses made it possible. We wish to extend our thanks to:

- My department supervisor Jim Simpson, the Deputy Director of the Business Resource Center of the Private Industry Council, who among a myriad of other important tasks, reads through all the CCOIS contracts and paperwork.
- My offsite CCOIS project mentor, Joseph Perrin, Research Analyst from the Labor Market Information Division, who oversees all the required steps, provides the final review and technical assistance -- all from Sacramento.

- Labor Market Information Division Consultant, Kathy Porter, from the Employment Development Department, who serves as our link to Sacramento with statistics, graphs and presentations to answer labor market questions as well as provides all the local business buzz.
- Special thanks to Pat Valine, the Information Technology Department Project Specialist here at the Business Resource Center, who designed the front cover of this year's Outlook. She also provides assistance with software programs and occasionally, hardware.
- All of the Shasta County business owners, managers and human resource personnel who took time (out of their busy schedules) to fill out surveys.
- Local educators, career counselors, social workers and other professionals who work with the public and who shared their knowledge, attended our dissemination meetings and provided guidance in the selection of this years survey occupations.
- Special thanks to the publisher for their printing and assembling expertise, so that we may send out the Shasta County 2004 Occupational Outlook to the required recipients all over the county and the state.

To maximize the use of this information, please feel free to contact the Business Resource Center of the Private Industry Council, at: (530) 246-7911.

Marilyn S. Warmington,
CCOIS Program Coordinator
PIC Project Specialist
November 18, 2003

Occupational Summaries

Accountants and Auditors

OES Code: 211140 – SOC Code: 132011

Description: Accountants and auditors examine, analyze, and interpret accounting records for the purpose of giving advise or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

Alternative Titles: Certified Public Accountant (CPA)

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$8.15-\$19.18	\$13.44
New Hires, With Some Experience	\$12.00-\$20.79	\$16.02
Three Plus Years of Experience With the Firm	\$11.00-\$28.77	\$21.49

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	56 %	38 %	0 %	6 %
Dental	44 %	19 %	0 %	38 %
Vision	38 %	19 %	0 %	44 %
Life Ins.	63 %	19 %	6 %	13 %
Sick Leave	94 %	0 %	6 %	0 %
Vacation	88 %	0 %	6 %	6 %
Retirement	38 %	25 %	6 %	31 %
Child Care	0 %	0 %	13 %	88 %

Other employee benefits that may be offered include: Company car; child care costs pre-tax; AFLAC and Cafeteria benefits.

Union/Collective Bargaining

Yes. Of 16 responding employers: 2 report that their employees in this occupation are unionized, which represents 13% of the local workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours		
	% Of Employees	Hours Per Week
Full-Time	84%	40
Part-Time	12%	24
Temporary/On-Call	0%	0
Seasonal	4%	28

Employer Requirements

Education

Of 16 responding employers: 5 employers require at least a high school diploma or the equivalent, none will accept less. 3 require a two-year associate degree (A.A.), 8 require a four-year bachelor degree (B.A.) in Accounting, Finance, or Business Administration and none require completion of graduate study.

Training

Of 14 responding employers: 4 accept an average of 17 months training to replace experience in the occupation and 10 do not accept training to replace experience in the occupation. Of 16 responding employers: 8 require and 4 prefer that employees have an average of 43 months of technical or vocational training in accounting, finance or business administration and 4 employers did not require technical or vocational training.

Experience

Of 16 responding employers: 10 require and 4 prefer an average of 37 months experience in the occupation and 2 employers do not require experience in the occupation. Of 12 responding employers: 2 employers will accept an average of 30 months occupational experience using computers or preparing taxes to replace experience and 10 employers will not accept any other occupational experience.

License/Certification

Yes, Certified Public Accountant (CPA) status is required. The Public Accountant (PA) licenses are no longer available and can only be renewed. Requirements: (1) a Bachelor's degree from a college or university that is accredited by a U.S. regional or national accrediting agency or association with a minimum of 45 semester units in accounting/auditing and business-related courses, of which at least 10 semester units must be accounting/auditing courses; (2) a Bachelor's degree from an accredited school (as described above) with a minimum of 45 semester units in accounting/auditing and business-related courses, of which at least 20 semester units must be accounting/auditing courses; (3) Pass the CLEP examination and 10 semester units of accounting subjects from a university accredited as stated above; (4) 120 semester units of study at a university accredited (as described above), with a minimum of 45 semester units in accounting/auditing and business-related courses; (5) obtain the educational equivalent (as described above) at a foreign college or university. Experience requirements: Pass CPA exam, acquire 2-4 years of accounting experience. For further information contact: The State Board of Accountancy, 2000 Evergreen Street, Suite 250, Sacramento, CA 95815-3832.

Accountants and Auditors

16 Firms Responding Representing 67 Employees

Technical Skills

- Financial Planning skills
- Business math skills
- Government accounting skills
- Ability to conduct an audit
- Cost Accounting skills
- Tax Accounting skills
- Estate Planning skills
- Ability to use accounting software
- Problem solving skills
- Certified Public Accountant (CPA)
- Verbal presentation skills
- Bondable
- Ability to write effectively

Physical Skills

- Ability to sit continuously for 2 or more hours.

Personal or Other Skills

- Ability to work independently
- Ability to work under pressure
- Customer service skills
- Willingness to work with close supervision

Basic Skills

- Oral communication skills
- Able to write legibly
- Able to read and follow instructions

Computer Software Skills

- | | | |
|----------------------|----------------|----|
| ▪ Word Processing | MS Word/Office | 13 |
| ▪ Spreadsheet | Excel | 15 |
| ▪ Database | Access | 8 |
| ▪ Desktop Publishing | Desktop Pub. | 1 |
| ▪ Other Programs | | 9 |

IFAS, Auditwatch, Peachtree, MAS Accounting Software.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.09 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.50 on a scale of 4.00).

Recruitment Methods

15 employers responded to this question. 11 employers fill positions through newspaper ads, 9 employers use other sources such as: business referrals or word of mouth and 8 employers use the Internet.

Annual Turnover

Employers responding to the survey report a 9.4% annual turnover rate.

Size of Occupation:

Large Range: 260 – 290 employees

Gender:

34% Male 66% Female

Where The Jobs Are

The major employing industries include:

- Accounting, Auditing, and Bookkeeping Firms,
- Local Government,
- Elementary and Secondary Schools,
- State Government, and
- Machinery, Equipment and Supplies.

Projections

Annual Job Growth Rate (times the average):

0.82, slower than average.

Number of New Hires in the Last Year: 11

Promotions:	2
Employees Leaving:	4
New Positions:	3
Temporary:	2

Projected Job Openings Through 2006:

From Growth:	30 positions
From Separations:	30 positions
Total:	60 positions

Employer Projected Occupation Growth (Over the next 24 months):

16 employers responded to this question. 11 employers project their employment in this occupation will remain stable; 5 project that their employment in this occupation will grow; and none expect a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 11 promote from this occupation to other positions, such as:

- Account Manager,
- Senior Accountant, and
- Chief Financial Officer (CFO).

Amusement and Recreation Attendants

OES Code: 680140 – SOC Code: 393091

Description: Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

Alternative Titles: Dockside Attendant, Ride Operators, Casino Workers, Reservation Taker, Clerk/Cashiers.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75 - \$7.00	\$6.80
New Hires, With Some Experience	\$6.75 - \$8.00	\$7.00
Three Plus Years Of Experience With the Firm	\$6.75 - \$10.00	\$8.00

Full-Time Benefits	Employer Pays All	Shared Cost	Employee Pays All	Not Provided
Medical	6 %	25 %	0 %	50 %
Dental	6 %	6 %	6 %	63 %
Vision	6 %	6 %	0 %	69 %
Life Ins.	6 %	6 %	0 %	69 %
Sick Leave	19 %	0 %	0 %	63 %
Vacation	38 %	0 %	0 %	44 %
Retirement	6 %	13 %	0 %	63 %
Child Care	6 %	0 %	6 %	69 %

Other employee benefits that may be offered include:
Discounts on use of the facility and equipment.

Union/Collective Bargaining

No. Of 17 responding employers: none stated that their employees in this occupation are union members.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	53%	40
Part-Time	10%	20
Temporary/On-Call	1%	10
Seasonal	36%	32

Employer Requirements

Education

Of 17 responding employers: 11 employers do not require a high school diploma (high school students are employed in this occupation part-time), and 6 require at least a high school diploma or the equivalent. None of the employers requires a two-year associate degree (A.A.), a four-year bachelor degree (B.A.) or graduate study.

Training

Of 7 responding employers: 4 will accept an average of 6 months of training to replace experience and 3 will not accept training to replace experience. Of 17 responding employers: 1 requires and 2 prefer that employees have an average of 10 months of training (usually obtaining CPR, Lifeguard or other occupation related certification) and 14 do not require training.

Experience

Of 17 responding employers: 2 require and 5 prefer an average of 9 months experience in the occupation, while 10 employers do not require experience in the occupation. Of 7 responding employers: 6 will accept an average of 9 months of experience in customer service, cashiering, retail, or in coaching to replace experience in the occupation and 1 does not accept other occupational experience.

License/Certification

None. Employers may request any of the following: a CPR certificate, First Aid and/or Lifesaving certification, a Ride Operator Certificate, Boat Captains License and a valid driver's license.

Technical Skills

- Telephone answering skills
- Ability to make change
- Ability to motivate others
- Ability to work with children and adults
- Ability to operate a cash register
- Possession of a valid driver's license

Amusement and Recreation Attendants

17 Firms Responding Representing 547 Employees

Physical Skills

- Ability to stand for prolonged periods
- Ability to tolerate noise, dust and fumes
- Good health and physical stamina

Personal or Other Skills

- Good public contact skills
- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Oral communication skills
- Ability to write legibly
- Ability to read and follow directions
- Basic math skills

Computer Software Skills

- Word Processing MS Word 2
- Spreadsheet skills 0
- Database skills 1
- Desktop Publishing 0
- Other Programs: 0

Basic keyboard and operation of cash register.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.33 on a scale of 4.00).

Recruitment Methods

Of 17 responding employers: 9 fill vacant positions from current employees' referrals, 8 fill positions through the responses to newspaper ads and other methods including: word of mouth, customer referrals and asking friends or acquaintances.

Annual Turnover

Employers responding to the survey report a 10.6% annual turnover rate.

Size of Occupation:

Very Large Range: 360-590 employees

Gender:

46% Male 54% Female

Where The Jobs Are

The major employing industries include:

- Amusement and recreation facilities, and
- Membership sports and recreation clubs.

Projections

Annual Job Growth Rate (times the average):

4.56, much faster than average.

Number of New Hires in the Last Year: 326

Promotions: 27

Employees Leaving: 22

New Positions: 85

Temporary: 192

Projected Job Openings Through 2006:

From Growth: 230 positions

From Separations: 70 positions

Total: 300 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 10 employers project their employment in this occupation will remain stable, 6 employers project their employment in this occupation will grow and 1 employer expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 17 responding employers: 11 promote from this occupation to other positions, such as:

- Rental Supervisor,
- Recreation Coordinator, and
- Office Manager.

Automotive Body and Related Repairers

OES Code: 853050 – SOC Code: 493021

Description: Automotive Body and Related Repairers repair, repaint and refinish automotive vehicle bodies, straighten vehicle frames and replace damaged vehicle glass.

Alternative Titles: Auto Body Tech., Paint Tech., Collision Tech., Body Repair Technicians.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75 - \$8.50	\$7.50
New Hires, With Some Experience	\$8.00 - \$18.00	\$11.00
Three Plus Years Of Experience With the Firm	\$10.00 - \$25.00	\$18.00

Full-Time Benefits	Employer Pays All	Shared Cost	Employee Pays All	Not Provided
Medical	40 %	27 %	0 %	33 %
Dental	7 %	20 %	0 %	73 %
Vision	0 %	20 %	0 %	80 %
Life Ins.	20 %	7 %	0 %	73 %
Sick Leave	13 %	0 %	0 %	87 %
Vacation	47 %	7 %	0 %	47 %
Retirement	13 %	7 %	7 %	73 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits: Some employers offer bonuses based upon the work done and some offer AFLAC accident insurance.

Union/Collective Bargaining

No. Of 15 responding employers: none stated that their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours per Week
Full-Time	99%	41
Part-Time	1%	25
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 8 do not require a high school diploma and 7 require at least a high school diploma or the equivalent. None of the employers requires a two-year associate degree or more.

Training

Of 14 responding employers: 5 employees will accept an average of 7 months training to replace experience and 9 will not accept training to replace experience in the occupation. Of 15 responding employers: 7 require and 6 prefer employees to have an average of 14 months of vocational training in auto body repair techniques and 2 do not require vocational training.

Experience

Of 15 responding employers: 11 require and 3 prefer an average of 30 months of occupational experience, but 1 employer does not require experience. Of 14 responding employers: 2 will accept an average of 24 months experience in auto mechanics to replace experience in body repair, while 12 will not accept other occupational experience.

License/Certification

The state does not require certification in this occupation, however certificates and training can be obtained from the following organizations. The National Institute of Automotive Service Excellence (ASE), which offers a recognized standard of achievement training program with certification. The requirements include: taking and passing a series of four exams available twice a year, and having 2 years of hands-on work experience. The Inter-Industry Conference on Auto Collision Repair (I-CAR) program, which is an independent, not-for-profit, technical training program that focuses on helping the industry achieve a high level of technical training. Finally, The National Auto Glass Specifications (NAGS), which provides professional training in auto glass replacement. Due to advances in technology of auto components and design, training is important. Repairers should stay up-to-date on new materials and techniques by reading technical manuals, attending seminars and taking classes, which are sometimes given by the suppliers or manufacturers.

Automotive Body and Related Repairers

15 Firms Responding Representing 99 Employees

Technical Skills

- Knowledge of vehicle construction
- Knowledge of repair techniques for all vehicles
- Understanding of metric measurements
- Skill in working with fiberglass
- Welding skills
- Ability to operate power hand tools
- Ability to install vehicle glass
- Knowledge of proper repair compounds
- Ability to apply various painting techniques

Physical Skills

- Ability to work in cramped or awkward positions
- Ability to lift, climb, stoop, stand and walk
- Ability to lift at least 70 lbs. repeatedly

Personal or Other Skills

- Ability to provide own hand tools
- Willingness to work with close supervision
- Ability to work independently
- Awareness of safety procedures

Basic Skills

- Oral Communication skills
- Ability to read and follow directions
- Basic math skills
- Customer service

Computer Software Skills

- Word Processing (Keyboard skills) 3
- Spreadsheet 0
- Database 0
- Desktop Publishing 0
- Other: 6

Auto body repair estimate programs, GlassQuote, Body Measuring Program.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.55 on a scale of 4.00)
- Inexperienced Applicants: Very Difficult (3.50 on a scale of 4.00)

Recruitment Methods

Of 15 responding employers: 11 employers fill vacant positions with walk-in applicants, 9 employers use networking and word of mouth to find qualified employees, and 8 find new employees based on current employees' referrals.

Annual Turnover

Employers responding to the survey report a 26.2% annual turnover rate.

Size of Occupation

Medium Range: 110-120 employees

Gender:

97% Male 3% Female

Where The Jobs Are

The major employing industries include:

- Automotive collision or body repair shops, and
- New and used car dealers.

Projections

Annual Job Growth Rate (times the average):

0.65, slower than average.

Number of New Hires in the Last Year: 37

Promotions: 4

Employees Leaving: 18

New Positions: 15

Temporary: 0

Projected Job Openings Through 2006:

From Growth: 10 positions

From Separations: 20 positions

Total: 30 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 6 employers project that their employment in this occupation will remain stable, 9 employers project their employment in this occupation will grow and none of the employers expects a decline in the occupation over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 9 promote from this occupation to other positions, such as:

- Journeyman Technician,
- Estimator, and
- Shop Manager.

Automotive Service Technicians and Mechanics

SOC Code: 493023 – OES Code: 853050

Description: Automotive Service Technicians and Mechanics diagnose, adjust, repair, or overhaul automotive vehicles.

Alternative Titles: Alignment/ Brake Tech, Automotive Mechanic/Tech, Service Tech.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$7.00-\$9.25	\$ 8.00
New Hires, With Some Experience	\$6.75-\$21.47	\$13.50
Three Plus Years Of Experience With the Firm	\$9.00-\$23.97	\$16.00

Benefits	Full-time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Shared Cost
Medical	47 %	40 %	0 %	67 %
Dental	27 %	20 %	0 %	67 %
Vision	13 %	13 %	0 %	67 %
Life Ins.	20 %	13 %	0 %	33 %
Sick Leave	20 %	0 %	33 %	0 %
Vacation	87 %	0 %	33 %	0 %
Retirement	27 %	33 %	0 %	67 %
Child Care	0 %	0 %	0 %	0 %

Other employee benefits that may be offered include: Profit sharing; benefits for less than 40 hrs/wk.; paid holidays and AFLAC insurance.

Union/Collective Bargaining

No. Of 15 responding employers: 1 employer reports that their employees in this occupation are unionized, representing 6.7% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	2%	30
Full-Time (35 hrs. or more)	92%	39
Part-Time	6%	24
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 12 employers require at least a high school diploma or the equivalent, but 3 will accept less than a high school diploma. None of the employers requires an A.A. or B.A. degree.

Training

Of 14 responding employers: 6 employers will allow an average of 12 months of training to replace work experience, while 8 will not allow training to replace experience. Of 15 responding employers: 5 employers require and 6 prefer that employees have an average of 29 months technical or vocational training prior to employment and 4 do not require vocational training.

Experience

Of 15 responding employers: 10 employers require and 4 prefer an average of 26 months of experience in this occupation, but 1 employer does not require experience. Of 12 responding employers: 1 will accept an average of 12 months experience in related fields to substitute for previous experience, while 11 will not accept experience in any another occupation.

License/Certification

Employees in this occupation who inspect brakes and adjust lamps are required to have ASE certification and to update their training as required. Mechanics that inspect, test and repair vehicle emissions control systems (in accordance with the Smog Check program) are required to have an Inspection Maintenance Qualified Smog Check Technician License from the Bureau of Automotive Repair (State of California Department of Consumers Affairs). To obtain this license, applicants must pass an examination, complete required training and/or have qualifying experience.

Technical Skills

- Ability to operate electronic automotive diagnostic equipment
- Possession of a valid driver's license
- Certified in Auto Service Excellence (ASE)
- Certified as a Smog Control Mechanic
- Ability to repair vehicle heaters and air conditioners

Automotive Service Technicians and Mechanics

15 Firms Responding Representing 158 Employees

- Ability to adjust and repair carburetors, fuel injection systems and emission controls
- Front-end alignment skills
- Ability to repair and adjust brakes
- Ability to repair and adjust transmissions
- Ability to implement safe work practices

Physical Skills

- Ability to lift at least 50 lbs.
- Ability to work in cramped or awkward positions
- Ability to stand for long periods of time

Personal or Other Skills

- Able to work with close supervision
- Able to work independently
- Possession of a mechanical aptitude
- Possession of a good DMV driving record
- Ability to provide own tools

Basic Skills

- Ability to read and follow instructions
- Basic math skills
- Oral communication skills
- Ability to write legibly

Computer Software Skills

- Word Processing MS Word 4
 - Spreadsheet Skills 1
 - Database Skills 3
 - Desktop Publishing 0
 - Other: Auto Programs and Internet 7
- Auto Diagnostics, Scantools, and On-line Tech Bulletins.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.20 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4.00)

Most Successful Recruitment Methods

Of 15 responding employers: 8 hire new employees by placing newspaper advertisements, 7 fill positions through in-house transfers, and 6 employers find qualified applicants by accepting applications from walk-in jobseekers.

Annual Turnover

Employers responding to the survey reported an 18.8% annual turnover rate.

Size of Occupation:

Medium Range: 150-160 employees

Gender:

100% Male 0% Female

Where The Jobs Are

The major employing industries include:

- Automotive repair shops,
- New and used car dealers, and
- Automotive and home supply stores.

Projections

Annual Job Growth Rate (times the average):

0.79, slower than average.

Number of New Hires in the Last Year: 37

Promotions: 2
Employees Leaving: 26
New Positions: 9
Temporary: 0

Projected Job Openings Through 2008:

From Growth: 10 positions
From Separations: 30 positions
Total: 40 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 8 employers project that their employment in this occupation will remain stable, 7 employers project their employment will grow and none expect a decline in the occupation over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 12 promote from this occupation to other positions, such as:

- Shop Foreman,
- Service Writer,
- Service Manager, and
- Management.

Bakers – Bread and Pastry

OES Code: 650210 – SOC Code: 513011

Description: Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods.

Alternative Titles: Dessert Baker, Head Baker, Baker Assistants, Apprentice Baker.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$9.25	\$6.75
New Hires, With Some Experience	\$6.25-\$9.50	\$7.25
Three Plus Years Of Experience With the Firm	\$7.50-\$13.50	\$10.00

Benefits	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	7 %	33 %	7 %	13 %
Dental	7 %	27 %	7 %	7 %
Vision	13 %	20 %	7 %	7 %
Life Ins.	7 %	27 %	0 %	7 %
Sick Leave	27 %	7 %	13 %	0 %
Vacation	33 %	7 %	13 %	0 %
Retirement	20 %	13 %	7 %	13 %
Child Care	0 %	0 %	0 %	0 %

Other employee benefits: 401(k) retirement plans.

Union/Collective Bargaining

Yes. Of 15 responding employers: 1 employer reports that their employees in this occupation are unionized, representing 7% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	35%	40
Part-Time	65%	27
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 9 require at least a high school diploma or the equivalent, 6 employers do not require a high school diploma and none of the employers require a two- or four- year degree.

Training

Of 10 responding employers: 5 employers will accept an average of 11 months of training to replace experience, but 5 do not accept training to replace experience. Of 15 responding employers: 2 employers prefer that employees have an average of 14 months of vocational training prior to employment, while 13 do not require any vocational training.

Experience

Of 15 responding employers: 5 employers require and 5 employers prefer an average of 17 months experience in this occupation, but 5 employers do not require experience in this occupation. Of 10 responding employers: 6 employers will accept an average of 15 months experience in related fields to replace occupational experience and 4 employers will not accept experience in unrelated occupations.

License/Certification

None

Technical Skills

- Mastery of baking equipment
- Pastry making and
- Pastry decorating

Physical Skills

- Pass a pre-employment medical exam
- Ability to stand continuously for 2 or more hours
- Ability to lift at least 25 pounds repeatedly

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure

Bakers – Bread and Pastry

15 Firms Responding Representing 86 Employees

Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Oral Communication
- Basic math

Computer Skills

- | | |
|----------------------|-------|
| ▪ Word Processing | 0 |
| ▪ Spreadsheet skills | 0 |
| ▪ Database | 0 |
| ▪ Desktop Publishing | 0 |
| ▪ Other Programs: | N/A 0 |

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.0 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.6 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 10 employers hire through walk-in applicants or responses to a help-wanted poster, 9 hire new staff through newspaper ads and 6 hire new employees based on in-house promotions, transfers or through employee referrals.

Annual Turnover

Employers responding to the survey report an 11.7% annual turnover rate.

Size of Occupation:

Medium Range: 130 – 140 employees

Gender:

41 % Male 59 % Female

Where The Jobs Are

The major employing industries include:

- Grocery Stores, and
- Eating and Drinking Places.

Projections

Annual Job Growth Rate (times the average):

0.55, slower than average.

Number of New Hires in the Last Year: 18

Promotions:	0
Employees Leaving:	9
New Positions:	9
Temporary:	0

Projected Job Openings Through 2006:

From Growth:	10 positions
From Separations:	30 positions
Total:	40 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 9 employers project their employment in this occupation will remain stable, 6 employers project their employment in this occupation will grow and none of the employers projects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 11 promote from this occupation to other positions, such as:

- Bakery Manager,
- Kitchen Manager, and
- Supervisor.

Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers

OES Code: 553380 – SOC Code: 433031

Description: Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines.

Alternative Titles: Accounting Specialists, Bookkeeper, Accounting Clerk, Revenue Auditors.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$9.25	\$8.00
New Hires, With Some Experience	\$7.00-\$13.69	\$9.06
Three Plus Years Of Experience With the Firm	\$8.00-\$16.00	\$12.50

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	53 %	33 %	0 %	0 %
Dental	27 %	13 %	7 %	40 %
Vision	13 %	13 %	7 %	53 %
Life Ins.	73 %	7 %	0 %	7 %
Sick Leave	67 %	0 %	0 %	20 %
Vacation	80 %	0 %	0 %	7 %
Retirement	53 %	13 %	7 %	13 %
Child Care	7 %	0 %	7 %	73 %

Other employee benefits: Cafeteria plan, employer may pay for continuing education.

Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	81%	40
Part-Time	19%	35
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 12 require a high school diploma or the equivalent, 1 does not require a high school diploma, 2 require a two- year degree and none of the employers require a four-year degree.

Training

Of 14 responding employers: 5 employers will accept an average of 10 months of training to replace experience in the occupation and 9 employers do not accept training to replace experience. Of 15 responding employers: 6 employers require and 2 employers prefer an average of 12 months vocational training and 7 employers do not require vocational training prior to employment.

Experience

Of 15 responding employers: 11 employers require and 3 employers prefer an average of 15 months experience in this occupation, but 1 employer does not require experience in the occupation. Of 15 responding employers: 6 employers will accept an average of 13 months experience in related fields (banking or sales) to replace experience in the occupation, but 7 employers are unable to accept unrelated occupational experience.

License/Certification

None.

Technical Skills

- Accounting
- Ability to conduct an audit
- Bookkeeping
- Ability to operate 10-key by touch
- Payroll processing
- Bondable
- Ability to use spreadsheet software
- Ability to use database software
- Telephone answering
- Ability to write effectively

Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers

15 Firms Responding Representing 53 Employees

Physical Skills

- Ability to sit continuously for 2 or more hours

Personal or Other Skills

- Willingness to work under close supervision
- Ability to work independently
- Ability to perform routine, repetitive work
- Ability to pay attention to detail
- Public contact

Basic Skills

- Basic math
- Able to read and follow instructions
- Able to write legibly
- Oral communication

Computer Skills

- Word Processing MS Word 14
- Spreadsheet skills MS Excel 14
- Database 4
- Desktop Publishing 0
- Other Programs: 4

Skills in: Bookkeeping Pro.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.90 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 12 employers hire new employees based on newspaper ads or employee referrals and 7 hire new employees through walk-in applicants.

Annual Turnover

Employers responding to the survey report a 26% annual turnover rate.

Size of Occupation:

Very Large Range: 1210 – 1240 employees

Gender:

2% Male 98% Female

Where The Jobs Are

The major employing industries include:

- Elementary and Secondary Schools,
- Residential Building Construction, and
- Accounting, Auditing and Bookkeeping.

Projections

Annual Job Growth Rate (times the average):

0.18, slower than average.

Number of New Hires in the Last Year: 20

Promotions: 6

Employees Leaving: 7

New Positions: 3

Temporary: 4

Projected Job Openings Through 2006:

From Growth: 30 positions

From Separations: 160 positions

Total: 190 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 14 employers project their employment in this occupation will remain stable, 1 employer projects growth and none of the responding employers expects their employment in this occupation will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 6 promote from this occupation to other positions, such as:

- Head Bookkeeper,
- Department Supervisor, and
- Senior Accounting Specialist

Carpenters

OES Code: 871020 – SOC Code: 472031

Description: Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Does not include Cabinetmakers and Bench Carpenters.

Alternative Titles: Journeyman Carpenter, Framer, Finish Carpenter.

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$22.10-\$22.10	\$22.10
New Hires, With Some Experience	\$13.61-\$27.43	\$19.58
Three Plus Years Of Experience With the Firm	\$17.38-\$27.43	\$20.86

Note: Union wages reflect contracts with three different unions. Only a few of the responding employers are unionized, resulting in the abnormal wage range above.

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$8.00-\$12.67	\$10.00
New Hires, With Some Experience	\$9.00-\$16.00	\$13.31
Three Plus Years Of Experience With the Firm	\$11.00-\$25.00	\$17.00

Full-Time Benefits	Employer Pays All	Shared Cost	Employee Pays All	Not Provided
Medical	41%	18 %	0 %	41 %
Dental	18 %	12 %	0 %	71 %
Vision	24 %	12 %	0 %	65 %
Life Ins.	29 %	0 %	0 %	71 %
Sick Leave	24 %	0 %	0 %	76 %
Vacation	59 %	0 %	0 %	41 %
Retirement	29 %	12 %	6 %	53 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: Annuity plan.

Union/Collective Bargaining

Yes. Of 17 responding employers: 4 report that their employees in this occupation are unionized, representing 27% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	76%	40
Part-Time	1 %	20
Temporary/On-Call	0%	0
Seasonal	23%	40

Employer Requirements

Education

Of 17 responding employers: 10 require at least a high school diploma or the equivalent, but 7 will accept less than a high school diploma. None require a two- or four-year degree or graduate studies.

Training

Of 16 responding employers: 5 will accept an average of 13 months training to replace experience, while 11 will not accept training to replace experience in the occupation. Of 17 responding employers: 9 require and 2 prefer employees to have an average of 38 months of technical or vocational training, but 6 do not require vocational training.

Experience

Of 17 responding employers: 12 require and 4 prefer an average of 34 months experience in the occupation, but 1 does not require occupational experience prior to hire. Of 15 responding employers: none will accept experience in another occupation to replace experience in carpentry.

License/Certification

Licensing is not required for this occupation, but employers prefer that employees have the skills to perform a variety of tasks. The skills needed are usually obtained through a 3- to 5- year carpentry apprenticeship. Training programs are administered by local joint union- management committees of the United Brotherhood of Carpenters and Joiners of America or alternatively by local chapters of the Associated Builders and Contractors and Associated General Contractors, Inc. The program emphasizes on-the-job experience with supplemental classroom coursework in the many facets of the trade.

Carpenters

17 Firms Responding Representing 114 Employees

Technical Skills

- Cost estimating skills
- Ability to use drafting tools
- Ability to read blueprints
- Shop Math skills
- Rough carpentry skills
- Drywall installation and repair skills
- Finish carpentry skills

Physical Skills

- Ability to climb high places
- Ability to lift 50 lbs. repeatedly
- Ability to perform strenuous physical work
- Possession of agility and coordination

Personal or Other Skills

- Possession of a reliable vehicle
- Willingness to work under close supervision
- Ability to work independently
- Possession of a good DMV driving record
- Ability to provide own hand tools

Basic Skills

- Oral communication skills
- Ability to read and follow instructions
- Ability to write legibly

Computer Software Skills

- | | |
|----------------------|---|
| ▪ Word Processing | 0 |
| ▪ Spreadsheet | 0 |
| ▪ Database | 0 |
| ▪ Desktop Publishing | 0 |
| ▪ Other: | 1 |

Note: Employers mentioned that basic keyboarding skills as well as familiarity with Auto CAD are a definite asset.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.92 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.40 on a scale of 4.00).

Recruitment Methods

Of 17 responding employers: 12 employers fill positions using other sources including: word of mouth, and community networking, 11 employers take applications from walk-in applicants and 10 find employees through current employee referrals.

Annual Turnover

Employers responding to the survey report a 10.8% annual turnover rate.

Size of Occupation:

Large Range: 240-280 employees

Gender:

99% Male 1% Female

Where The Jobs Are

The major employing industries include:

- Carpentry and Floor Work,
- Non-Residential Building Construction,
- Residential Building Construction and
- Contractors Specializing in Concrete Work.

Projections

Annual Job Growth Rate (times the average):

1.19, faster than average growth.

Number of New Hires in the Last Year: 44

Promotions:	2
Employees Leaving:	9
New Positions:	12
Temporary:	21

Projected Job Openings Through 2006:

From Growth:	40 positions
From Separations:	50 positions
Total:	90 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 9 employers project that their employment in this occupation will remain stable, 8 employers project growth and none of the employers project their employment in this occupation will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 17 responding employers: 10 promote from this occupation to other positions such as:

- Foreman,
- Project Manager, and
- Superintendent.

Cashiers

SOC Code: 412011 – OES Code: 490230

Description: Cashiers receive and disburse money in establishments other than financial institutions. Usually involves use of electronic scanners, cash registers, or related equipment. Often involved in processing credit or debit card transactions and validating checks.

Alternative Titles: Store Clerk, Retail Clerk.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$7.25	\$6.75
New Hires, With Some Experience	\$6.75-\$8.56	\$7.00
Three Plus Years Of Experience With the Firm	\$7.25-\$11.00	\$8.00

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	33 %	8 %	58 %
Dental	0 %	33 %	8 %	58 %
Vision	0 %	33 %	0 %	67 %
Life Ins.	8 %	17 %	17 %	58 %
Sick Leave	33 %	0 %	0 %	67 %
Vacation	58 %	0 %	0 %	42 %
Retirement	0 %	33 %	8 %	58 %
Child Care	0 %	0 %	0 %	100 %

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	69 %	0 %	31 %
Dental	8 %	54 %	8 %	31 %
Vision	0 %	54 %	8 %	38 %
Life Ins.	15 %	38 %	8 %	38 %
Sick Leave	62 %	0 %	0 %	38 %
Vacation	77 %	8 %	0 %	15 %
Retirement	0 %	46 %	15 %	38 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include:
Holiday bonus, benefits after 30-32 hours per week.

Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	0%	0
Full-Time (35 hrs. or more)	29%	38
Part-Time	63%	25
Temporary/On-Call	0%	0
Seasonal	8%	20

Employer Requirements

Education

Of 15 responding employers: 7 require a high school diploma or the equivalent, but 8 employers will accept less than a high school diploma. None of the employers requires a two- or four-year degree.

Training

Of 7 responding employers: 1 will accept an average of 12 months of training to replace work experience and 6 do not accept training to replace experience. Of 15 responding employers: none require employees to have any prior vocational training.

Experience

Of 15 responding employers: 3 employers require and 4 prefer an average of 9 months of experience in the occupation, while 8 employers do not require experience. Of 6 responding employers: 3 will accept an average of 8 months experience in related fields (customer service, fast food, retail clerk) to replace experience, but 3 will not accept any other occupational experience.

License/Certification

None.

Technical Skills

- Cash handling skills
- Record keeping skills
- Grocery checking skills
- Bondable
- Ability to follow check cashing procedures
- Ability to operate a cash register
- Knowledge of merchandise

Physical Skills

- Ability to stand continuously for 2 or more hours at a time

Personal or Other Skills

- Public contact skills
- Ability to work independently
- Ability to work with close supervision
- Ability to work under pressure
- Meet employers' grooming standards

Basic Skills

- Ability to read and follow directions and instructions
- Ability to write legibly
- Oral communication skills
- Basic math skills

Computer Software Skills

- Word Processing MS Word 7
- Spreadsheet 1
- Database 2
- Desktop Pub. 0
- Other Programs: 7

Basic keystroke ability on Scanner Register, Electronic Register, or on-site system.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.33 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.33 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 13 hire new employees by accepting walk-in applicants, 7 employers hire based on current employee referrals or networking and 7 employers hire based on the response to newspaper advertisements.

Annual Turnover Rate

Employers responding to the survey report a 30.9% annual turnover rate.

Size of Occupation:

Very Large Range: 2220-2540 employees

Gender:

30% Male 70% Female

Where The Jobs Are

The major employing industries include:

- Grocery stores,
- Gasoline service stations,
- Department stores,
- Drug stores and proprietary stores.

Projections

Annual Job Growth Rate (times the average):

1.69, much faster than average.

Number of New Hires in the Last Year: 140

Promotions: 6

Employees Leaving: 89

New Positions: 2

Temporary- On Call: 43

Projected Job Openings Through 2008:

From Growth: 320 positions

From Separations: 790 positions

Total: 1110 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 13 employers project their employment in this occupation will remain stable, 2 employers project their employment in this occupation will grow and none expect a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 14 promote from this occupation to other positions, such as:

- Lead Checker,
- Department Lead,
- Manager-in-Training,
- Assistant Manager.

Child Care Workers

OES Code: 680380 – SOC Code: 399011

Description: Child Care Workers attend children at school, businesses and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. This description does not include workers whose primary function is to teach in a structured setting.

Alternative Titles: Pre-School Aide, Residential Child Care Provider, Pre-School “Teacher”.

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$8.63-\$8.63	\$8.63
New Hires, With Some Experience	\$8.19-\$9.80	\$8.92
Three Plus Years Of Experience With the Firm	\$9.02-\$10.83	\$9.66

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$6.75-\$8.55	\$6.93
New Hires, With Some Experience	\$7.00-\$8.98	\$7.50
Three Plus Years Of Experience With the Firm	\$7.25-\$10.00	\$8.50

Benefits	Full-Time		Part-Time	
	Employer Pays All	Shared Cost	Employer Pays All	Shared Cost
Medical	27 %	27 %	7 %	13 %
Dental	27 %	13 %	7 %	13 %
Vision	20 %	13 %	0 %	13 %
Life Ins.	13 %	13 %	0 %	13 %
Sick Leave	40 %	13 %	20 %	7 %
Vacation	53 %	13 %	27 %	13 %
Retirement	13 %	20 %	0 %	7 %
Child Care	27 %	13 %	13 %	7 %

Other employee benefits that may be offered include: childcare at reduced rates and reduced membership cost.

Union/Collective Bargaining

Yes. Of 15 responding employers: 4 employers report that their employees in this occupation are unionized, representing 50% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	<1%	30
Full-Time (35 hrs. or more)	29%	40
Part-Time	33%	19
Temporary/On-Call	36%	15
Seasonal	1%	25

Employer Requirements

Education

Of 15 responding employers: 12 employers require at least a high school diploma or the equivalent, but 1 will accept less than a high school diploma. (Employee must be attending High School.) 2 employers require a two-year associate degree (A.A.) and none of the employers require further education.

Training

Of 12 responding employers: 7 employers will accept an average of 10 months of training to replace experience in the occupation, but 5 will not accept training to replace experience. Of 15 responding employers: 11 require and 2 prefer an average of 11 months of vocational or occupational training in early childhood education, while 2 do not require vocational training.

Experience

Of 15 responding employers: 6 require and 6 prefer an average of 12 months of experience working in child care, while 3 employers do not require previous experience in child care. Of 11 responding employers: 7 will accept an average of 11 months of experience in related fields to substitute for previous experience in the occupation, but 4 will not accept any other occupational experience.

License/Certification

Childcare centers are subject to California Department of Social Services licensing regulations. Child Care Workers must be in good health and have criminal record clearance including fingerprinting. Those who work in infant centers (with children under the age of 2) must be high school graduates or be enrolled in a course of study leading to completion of high school.

Child Care Workers

15 Firms Responding Representing 556 Employees

Applicants working with children over 2 years of age are required to be at least 18 years of age, or if less than 18 years old, be a high school graduate and/or be enrolled in an occupational training program. Experience caring for younger siblings, a First Aid/CPR certificate and possession of an early childhood education certificate is also recommended.

Technical Skills

- Possession of an Early Childhood Development Certificate
- Oral reading skills
- Knowledge of early childhood development
- Musical skills
- Ability to administer emergency first aid
- Cardiopulmonary Resuscitation (CPR) and First Aid certificate
- Ability to write effectively

Physical Skills

- Ability to lift at least 40 lbs. repeatedly
- Ability to stand continuously for 2 or more hours

Personal or Other Skills

- Ability to interact with children, parents and staff
- Understanding a variety of cultures
- Ability to handle crisis situations
- Possession of a clean police record
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Oral communication skills

Computer Software Skills

- | | | |
|---------------------|---------|---|
| ▪ Word Processing | MS Word | 1 |
| ▪ Spreadsheet | | 0 |
| ▪ Database | | 0 |
| ▪ Desktop Publisher | | 0 |
| ▪ Other: | | 1 |

Basic keyboarding skills.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.33 on a scale of 4.00)
- Inexperienced Applicants: Moderately Difficult (2.67 on a scale of 4.00)

Recruitment Methods

Of 15 responding employers: 13 employers fill vacant positions through newspaper ads, 8 employers use current employees' referrals and 5 use in-house promotion or transfers and by word of mouth.

Annual Turnover

Employers responding to the survey report a 16.7% annual turnover rate.

Size of Occupation:

Very Large Range: 420-500 employees

Gender:

11% Male 89% Female

Where The Jobs Are

The major employing industries include:

- Elementary and Secondary schools,
- Religious Organizations, and
- Public and Private Child day care services.

Projections

Annual Job Growth Rate (times the average):

1.36, faster than average.

Number of New Hires in the Last Year: 106

Promotions: 7

Employees Leaving: 85

New Positions: 6

Temporary: 8

Projected Job Openings Through 2006:

From Growth: 80 positions

From Separations: 30 positions

Total: 110 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 10 employers project their employment in this occupation will remain stable, 5 employers project their employment in this occupation will grow and none of the employers projects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 11 promote from this occupation to other positions, such as:

- Head Teacher (requires additional education),
- Facility Manager or Supervisor, and
- Assistant Director.

Computer Programmers, including Aides

OES Code: 251051 – SOC Code: 151021

Description: Computer Programmers, including Aides convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

Alternative Titles: Programmer Analyst, Systems Analyst, Junior Programmer.

Wages and Benefits

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$6.75-\$13.90	\$10.33
New Hires, With Some Experience	\$10.00-\$16.78	\$10.00
Three Plus Years Of Experience With the Firm	\$12.00-\$23.97	\$18.00

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$15.09-\$16.70	\$15.90
New Hires, With Some Experience	\$14.34-\$17.54	\$17.32
Three Plus Years Of Experience With the Firm	\$16.63-\$22.28	\$19.44

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	33 %	47 %	7 %	13 %
Dental	27 %	33 %	7 %	33 %
Vision	27 %	13 %	7 %	53 %
Life Ins.	53 %	13 %	7 %	27 %
Sick Leave	53 %	7 %	0 %	40 %
Vacation	73 %	7 %	7 %	13 %
Retirement	33 %	27 %	7 %	33 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: paid holidays and a long-term disability plan.

Union/Collective Bargaining

Yes. Of 15 responding employers: 4 employers report that their employees in this occupation are unionized, representing 46% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	94%	40
Part-Time	2%	20
Temporary/On-Call	4%	10
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 7 employers require at least a high school diploma or the equivalent, none of the employers will accept less than a high school diploma, 3 employers require a two-year Associate Degree, and 5 require a four-year Bachelor Degree (in computer or information science, mathematics, or management information systems).

Training

Of 15 responding employers: 9 employers will accept an average of 15 months of training to replace occupational experience and 6 employers will not accept training to replace experience. Of 15 responding employers: 8 require and 3 prefer an average of 26 months of technical or vocational training prior to employment, but 4 do not require technical training.

Experience

Of 15 responding employers: 11 employers require, and 4 employers prefer an average of 16 months experience in this occupation. Of 15 responding employers: 1 will accept other occupational experience and 14 employers will not accept experience in any other occupation.

License/Certification

No licenses are required, however certification is available from community colleges and vocational schools.

Computer Programmers, including Aides

15 Firms Representing 52 Employees

Technical Skills

- Knowledge of computer hardware and operating systems
- Ability to use computer programming and operating languages
- Ability to write computer programs for business purposes
- Ability to update and repair existing programs
- Ability to use logic and analysis to improve product efficiency and effectiveness
- Ability to organize and structure multiple bits of information.

Physical Skills

- Ability to perform precision work

Personal or Other Skills

- Ability to work as a team member
- Ability to work independently
- Ability to work under pressure

Basic Skills

- Ability to think logically
- Basic math
- Ability to read and follow instructions
- Oral communications

Computer Skills

- | | | |
|----------------------|----------|----|
| ▪ Word Processing | MS Word | 13 |
| ▪ Spreadsheet skills | MS Excel | 13 |
| ▪ Database | Access | 14 |
| ▪ Desktop Publishing | | 0 |
| ▪ Other Programs: | | 13 |
- HTML, Internet, Visual Basic, Visual C++, Java and JavaScript, GIS Applications, and Architectural Desktop.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.73 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.75 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 9 employers fill vacant positions through job listings accessible on the Internet, 8 employers use newspaper ads, and 6 employers hire recent graduates from Colleges and Universities.

Annual Turnover

Employers responding to the survey report an 18.8% annual turnover rate.

Size of Occupation:

Not available

Gender:

85% Male 15% Female

Where The Jobs Are

The major employing industries include:

- Computer and data processing services,
- Personnel supply services,
- Engineering and architectural services,
- Federal, state, and local government, and
- Elementary and secondary schools.

Projections

Annual Job Growth Rate:

Not available

Number of New Hires in the Last Year: 15

Promotions:	5
Employees Leaving:	4
New Positions:	4
Temporary:	2

Projected Job Openings Through 2006:

From Growth:	N/A
From Separations:	N/A
Total:	N/A

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 7 employers project that their employment in this occupation will remain stable, 7 project their employment in this occupation will grow and 1 employer expects their employment in this occupation to decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 10 promote from this occupation to other positions, such as:

- Senior Programmer,
- Information Technology Manager,
- Project Manager or,
- Manager.

Computer Support Specialists

SOC Code: 151041 – OES Code: 251040

Description: Computer Support Specialists provide technical assistance to computer system users. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems.

Alternative Titles: Tech or Technician Support, User Support, System Tech.

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$9.85-\$16.43	\$13.68
Three Plus Years Of Experience With the Firm	\$10.74-\$18.11	\$14.83

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$11.99-\$11.99	\$11.99
New Hires, With Some Experience	\$8.50-\$18.22	\$11.51
Three Plus Years Of Experience With the Firm	\$12.00-\$25.97	\$16.78

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	73 %	20 %	0 %	7 %
Dental	60 %	20 %	7 %	13 %
Vision	40 %	20 %	7 %	33 %
Life Ins.	40 %	13 %	13 %	33 %
Sick Leave	93 %	0 %	0 %	7 %
Vacation	100 %	0 %	0 %	0 %
Retirement	40 %	33 %	7 %	20 %
Child Care	0 %	0 %	13 %	87 %

Other employee benefits that may be offered include:
Cafeteria benefits plan.

Union/Collective Bargaining

Yes. Of 15 responding employers: 6 employers report that their employees in this occupation are unionized, representing 40% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	0%	0
Full-Time (35 hrs. or more)	98%	41
Part-Time	2%	30
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 12 employers require at least a high school diploma or equivalent, none of the employers will accept less than a high school diploma, 3 employers require a two-year A.A. Degree, and none require a four-year B.A. Degree.

Training

Of 15 responding employers: 8 employers will accept an average of 10 months of training to replace occupational experience and 7 employers will not accept training to replace experience. Of 15 responding employers: 6 require and 5 prefer an average of 19 months of technical or vocational training prior to employment, but 4 do not require technical training.

Experience

Of 15 responding employers: 14 employers require, and 1 employer prefers an average of 25 months experience in this occupation. Of 13 responding employers: 2 will accept an average of 18 months of other occupational experience and 11 employers will not accept experience in any other occupation.

License/Certification

No licenses are required at this time, however certification is available from community colleges and vocational schools.

Computer Support Specialists

15 Firms Representing 53 Employees

Technical Skills

- Ability to identify software errors or diagnostic messages
- Knowledge of computer hardware and operating systems
- Ability to read and comprehend technical information
- Ability to trouble-shoot.
- Ability to use operating manuals.
- Ability to write effectively.
- Ability to utilize good teaching techniques.
- Record keeping skills.
- Understanding of wide area networks (WANS).
- Understanding of local area networks (LANS).

Personal or Other Skills

- Willingness to work under close supervision.
- Ability to work independently.
- Customer service skills.
- Ability to communicate with technical and non-technical staff.

Basic Skills

- Ability to write legibly.
- Ability to think logically
- Basic math skills
- Ability to read and follow instructions
- Oral communication skills

Computer Skills

- | | | |
|----------------------|----------|----|
| ▪ Word Processing | MS Word | 14 |
| ▪ Spreadsheet skills | MS Excel | 14 |
| ▪ Database | Access | 12 |
| ▪ Desktop Publishing | | 7 |
| ▪ Other | | 14 |

Unix, HTML, Internet, Visual Basic.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.57 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 9 employers fill vacant positions through placing newspaper ads or job listings accessible on the Internet, 8 employers fill openings using in-house promotions, transfers and employee referrals.

Annual Turnover

Employers responding to the survey report a 10.6% annual turnover rate.

Size of Occupation:

Medium Range: 150-190 employees.

Gender:

74% Male 26% Female

Where The Jobs Are

The major employing industries include:

- Computer and data processing services,
- Radio, television and computer stores, and
- Elementary and secondary schools.

Projections

Annual Job Growth Rate (times the average):

3.14, Much faster than average.

Number of New Hires in the Last Year: 11

Promotions:	1
Employees Leaving:	4
New Positions:	6
Temporary:	0

Projected Job Openings Through 2008:

From Growth:	40 positions
From Separations:	10 positions
Total:	50 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 10 employers project that their employment in this occupation will remain stable, 4 project their employment in this occupation will grow and 1 employer expects their employment in this occupation to decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 12 promote from this occupation to other positions, such as:

- Tech Support Lead,
- Senior Technician, or
- Manager.

Construction Managers

SOC Code: 119021 – OES Code: 150170

Description: Construction managers plan, direct, coordinate, or budget usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems. Participates in the conceptual development of a construction project and oversee its organization, scheduling, and implementation.

Alternative Titles: Estimators, Superintendents, Project Managers.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$10.00-\$25.05	\$17.13
Three Plus Years Of Experience With the Firm	\$15.00-\$31.16	\$22.30

NOTE: Of 16 responding employers: all require employees to have previous experience in the occupation prior to hire.

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	75 %	0 %	6 %	19 %
Dental	38 %	0 %	13 %	50 %
Vision	25 %	0 %	13 %	63 %
Life Ins.	31 %	0 %	6 %	63 %
Sick Leave	75 %	0 %	0 %	25 %
Vacation	88 %	0 %	0 %	13 %
Retirement	44 %	13 %	13 %	31 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include:
Long-term disability insurance.

Union/Collective Bargaining

Yes. Of 16 responding employers: 1 reports that their employees in this occupation are unionized, which represents 6% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	0%	0
Full-Time (35 hrs. or more)	92%	41
Part-Time	2%	36
Temporary/On-Call	6%	40
Seasonal	0%	0

Employer Requirements

Education

Of 16 responding employers: 11 require a high school diploma or the equivalent, but 2 will accept less than a high school diploma. 1 employer requires a two-year A.A. degree and 2 require a four-year B.A. degree in the area of construction management.

Training

Of 16 responding employers: only 1 employer will accept an average of 12 months of training to replace experience in the occupation, while 15 employers will not accept training to replace experience. Of 16 responding employers: 7 employers require and 3 prefer an average of 37 months of vocational or occupational training in the building trades, while 6 do not require vocational or occupational training.

Experience

Of 16 responding employers: all 16 employers require an average of 41 months experience in this occupation. Of 14 responding employers: 6 employers will accept an average of 36 months experience in the building trades to be substituted for previous experience, while 8 will not accept other unrelated occupational experience.

License/Certification

None required.

Technical Skills

- Understanding of construction terms
- Understanding of collective bargaining processes
- Ability to follow purchasing procedures
- Possession of a contractor's license
- Understanding of commercial real estate practices
- Landscape site planning skills
- Understanding of contract law
- Report writing skills
- Knowledge of OSHA safety standards
- Ability to estimate costs and submit bids
- Ability to hire and assign personnel
- Civil engineering skills
- Ability to perform advanced mathematical calculations
- Understanding of building codes

Construction Managers

16 Firms Responding Representing 52 Employees

- Office management skills
- Knowledge of EEO and affirmative action programs and guidelines

Personal or Other Skills

- Ability to work independently
- Ability to work under a time line

Basic Skills

- Ability to write legibly
- Oral communication skills

Computer Software Skills

- | | | |
|-------------------|----------|---|
| ▪ Word Processing | MS Word | 8 |
| ▪ Spreadsheet | MS Excel | 8 |
| ▪ Database | | 3 |
| ▪ Desktop Pub. | | 1 |
| ▪ Other Programs: | | 5 |

Estimating programs, Computer Aided Drafting (CAD), or MS Project.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.06 on a scale of 4.00).
- Inexperienced Applicants: N/A
Does not hire inexperienced applicants

Recruitment Methods

Of 16 responding employers: 10 employers hire in-house promotions and transfers, 8 employers hire based on business contacts or networking, and 7 employers hire by accepting applications from walk-ins or through employee referrals.

Annual Turnover

Employers responding to the survey report a 13.7% annual turnover rate.

Size of Occupation:

Medium Range: 130-140 employees

Gender:

98% Male 2% Female

Where The Jobs Are

The major employing industries include:

- Residential building construction,
- Nonresidential building construction,
- Electrical work, and
- Miscellaneous special trade contractors.

Projections

Annual Job Growth Rate (times the average):

0.91, about average.

Number of New Hires in the Last Year: 11

Promotions: 2

Employees Leaving: 5

New Positions: 1

Temporary: 3

Projected Job Openings Through 2008:

From Growth: 10 positions

From Separations: 20 positions

Total: 30 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 13 employers project their employment in this occupation will remain stable, 2 employers project their employment in this occupation will grow and 1 projects a decline in their employment over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 7 employers promote from this occupation to other positions, such as:

- General Manager, and
- Operations Manager.

Cooks - Restaurant

OES Code: 650260 – SOC Code: 352014

Description: Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

Alternative Job Titles: Assistant Cook, Line Cook, Lunch/Dinner Cook, Prep Cook, Kitchen Worker.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$8.50	\$6.75
New Hires, With Some Experience	\$7.00-\$8.00	\$7.50
Three Plus Years Of Experience With the Firm	\$8.00-\$11.50	\$9.50

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	27 %	7 %	33 %
Dental	27 %	13 %	7 %	47 %
Vision	20 %	7 %	7 %	60 %
Life Ins.	13 %	0 %	7 %	73 %
Sick Leave	27 %	0 %	0 %	67 %
Vacation	47 %	0 %	0 %	47 %
Retirement	13 %	7 %	7 %	67 %
Child Care	0 %	0 %	0 %	93 %

Other employee benefits: Meals and major medical plan.

Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	78%	37
Part-Time	22%	25
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 9 require at least a high school diploma or the equivalent, 6 do not require a high school diploma and none of the employers require a two- or four- year degree.

Training

Of 15 responding employers: 1 employer requires and 1 employer prefers an average of 18 months of vocational training and 13 employers do not require vocational training prior to employment. Of 13 responding employers: 10 accept an average of 11 months training to replace occupational experience and 3 employers will not accept training to replace occupational experience.

Experience

Of 15 responding employers: 10 require and 3 prefer an average of 13 months experience in this occupation and 2 do not require experience. Of 12 responding employers: 7 will accept an average of 9 months experience in the food service industry to replace occupational experience and 5 will not accept any other occupational experience.

License/Certification

None.

Technical Skills

- Ability to handle multiple food orders in a timely fashion
- Ability to measure ingredients accurately
- Ability to select and store food
- Ability to keep accurate records
- Sauce making skills

Physical Skills

- Ability to stand continuously for 2 or more hours
- Good hand-eye coordination
- Ability to taste and smell
- Ability to lift 10 to 45 lbs. repeatedly

Personal or Other Skills

- Ability to work under pressure
- Willingness to work independently
- Ability to interact well with others
- Good grooming

Cooks - Restaurant

16 Firms Responding Representing 172 Employees

Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math
- Oral communication skills

Computer Skills

- Word Processing 0
- Spreadsheet skills 0
- Database 0
- Desktop Publishing 0
- Other Programs: 1

Basic keyboarding skills to operate a cash register.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.73 a scale of 4.00)
- Inexperienced Applicants: Moderately Difficult (2.40 a scale of 4.00)

Recruitment Methods

Of 15 responding employers: 10 employers hire new employees through ads placed in the newspaper, 8 hire staff through in-house promotions or transfers and 7 hire through current employees' referrals or walk-in applicants.

Annual Turnover

Employers responding to the survey report a 36.1% annual turnover rate.

Size of Occupation:

Large Range: 350-380 employees

Gender:

86% Male 14% Female

Where the Jobs Are

The major employing industries include:

- Eating and Drinking Places, and
- Hotels and Motels.

Projections

Annual Job Growth Rate (times the average):

0.61, slower than average.

Number of New Hires in the Last Year: 66

Promotions: 11

Employees Leaving: 49

New Positions: 6

Temporary: 0

Projected Job Openings Through 2006:

From Growth: 30 positions

From Separations: 70 positions

Total: 100 positions

Employer Projected Occupational Growth (Over the next 24 months):

Of 15 responding employers: 9 employers project their employment in this occupation will remain stable, 6 project their employment in this occupation will grow and none of the responding employers projects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 14 employers promote from this occupation to other positions, such as:

- Kitchen Manager, and
- Chef (with additional training).

Customer Service Representatives

SOC Code: 434051– OES Code: 553350

Description: Customer service representatives interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Alternative Titles: Customer Service Assistant, Sales Associates.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$10.24	\$8.25
New Hires, With Some Experience	\$6.75-\$11.51	\$10.00
Three Plus Years Of Experience With the Firm	\$7.50-\$15.75	\$12.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	15 %	77 %	0 %	8 %
Dental	15 %	62 %	0 %	23 %
Vision	8 %	38 %	0 %	54 %
Life Ins.	46 %	38 %	0 %	15 %
Sick Leave	69 %	8 %	0 %	23 %
Vacation	85 %	8 %	0 %	8 %
Retirement	23 %	54 %	8 %	15 %
Child Care	0 %	0 %	8 %	92 %

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	13 %	38 %	13 %	38 %
Dental	0 %	38 %	13 %	50 %
Vision	0 %	25 %	13 %	63 %
Life Ins.	13 %	38 %	13 %	38 %
Sick Leave	50 %	0 %	0 %	50 %
Vacation	63 %	0 %	0 %	38 %
Retirement	25 %	25 %	13 %	38 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: paid holidays; and other paid time off.

Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (Over 35 hours)	72%	40
Part-Time	27%	31
Temporary/On-Call	1%	5
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 12 require a high school diploma or the equivalent, while 3 employers will accept less than a high school diploma. None of the employers requires a two- or four-year degree.

Training

Of 14 responding employers: 4 will accept an average of 7 months of training to replace work experience, but 10 employers will not accept training to replace experience. Of 15 responding employers: 2 require and 1 prefers that employees have an average of 16 months of technical or vocational training prior to employment (clerical or computer-related), but 12 employers do not require employees to have technical or vocational training.

Experience

Of 15 responding employers: 7 employers require and 7 prefer an average of 12 months experience in the occupation, but only 1 employer does not require previous experience. Of 14 responding employers: 9 will accept an average of 6 months experience in general clerical or cashing to replace experience, but 5 will not accept any other occupational experience.

License/Certification

None.

Technical Skills

- Ability to resolve customer complaints
- Ability to understand the company's products or services
- Telephone answering skills
- Ability to explain company rules and policies
- Ability to interview customers for information
- Data entry skills
- Ability to process orders for products or services
- Ability to use calculator
- Ability to use word processing software
- Record keeping skills
- Knowledge of billing procedures
- Ability to use spreadsheet software

Physical Skills

- Ability to sit for long periods of time

Customer Service Representatives

15 Firms Responding 462 Employees

Personal or Other Skills

- Ability to work with close supervision
- Ability to work under pressure
- Public contact skills
- Problem solving skills
- Ability to perform routine, repetitive work
- Ability to work independently

Basic Skills

- Basic math skills
- Ability to read and follow directions and instructions
- Ability to write legibly
- Oral communications skills

Computer Software Skills

- | | | |
|-------------------|----------|----|
| ▪ Word Processing | MS Word | 13 |
| ▪ Spreadsheet | MS Excel | 9 |
| ▪ Database | | 9 |
| ▪ Desktop Pub. | | 3 |
| ▪ Other Programs: | | 4 |

Basic keyboard skills and use company or on-site system.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.57 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.50 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 9 hire new employees based on the response to newspaper advertisements, 6 employers hire based on current employee referrals and in-house promotions or transfers, and 5 employers use a combination of the Internet, EDD or PIC services and private employment agencies.

Annual Turnover Rate

Employers responding to the survey report a 41.8% annual turnover rate.

Size of Occupation:

Very Large Range: 710-980 employees

Gender:

21% Male 79% Female

Where The Jobs Are

The major employing industries include:

- Department stores,
- Lumber and construction materials,
- Hospital and medical service plans,
- Passenger car rental,
- General merchandise stores.

Projections

Annual Job Growth Rate (times the average):

4.47, much faster than average.

Number of New Hires in the Last Year: 233

Promotions: 0

Employees Leaving: 166

New Positions: 65

Temporary- On Call: 2

Projected Job Openings Through 2008:

From Growth: 270 positions

From Separations: 50 positions

Total: 320 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 11 employers project their employment in this occupation will remain stable, 4 employers project their employment in this occupation will grow and none expect a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 14 promote from this occupation to other positions, such as:

- Senior Customer Service Representative,
- Customer Service Manager,
- Supervisor.

Dental Assistants

OES Code: 660020 – SOC Code: 319091

Description: Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

Alternative Titles: Registered Dental Assistants, or R.D.A.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$7.00-\$8.00	\$ 8.00
New Hires, With Some Experience	\$8.00-\$13.00	\$10.00
Three Plus Years Of Experience With the Firm	\$10.00-\$15.00	\$13.00

Full-Time Benefits	Employer Pays All	Shared Cost	Employee Pays All	Not Provided
Medical	11%	47 %	0 %	32 %
Dental	21 %	21 %	0 %	47 %
Vision	0 %	11 %	0 %	79 %
Life Ins.	0 %	0 %	11 %	79 %
Sick Leave	47 %	0 %	0 %	42 %
Vacation	79 %	0 %	0 %	11 %
Retirement	21 %	37 %	0 %	32 %
Child Care	0 %	0 %	0 %	89 %

Other employee benefits that may be offered include:
dental work for employee/waive deductible, if any.

Union/Collective Bargaining

No. Of 19 responding employers: none report that their employees in this occupation are unionized.

Time Base/ Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	24%	30
Full-Time (35 hrs. or more)	52%	38
Part-Time	24%	31
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 19 responding employers: 17 require a high school diploma or the equivalent and 1 does not require a high school diploma. 1 requires a two-year associate degree (A.A.) and none requires either a four-year bachelor degree (B.A. or B.S.) or graduate studies.

Training

Of 19 responding employers: 9 will accept an average of 10 months training to replace experience in the occupation, while 10 will not allow training to replace experience. Of 19 responding employers: 11 require and 3 prefer an average of 14 months technical or vocational training in dental assisting, but 5 do not require vocational training.

Experience

Of 19 responding employers: 11 require and 8 prefer an average of 16 months experience in the occupation. Of 17 responding employers: 5 will accept an average of 12 months experience in related fields (dental office front desk or medical assistant) to replace experience in the occupation, but 12 will not accept other occupational experience.

Licensing and Certification

A license from the Committee on Dental Auxiliaries is required to practice as a Dental Assistant in California. The requirements for the Registered Dental Assistant (RDA) or Registered Dental Assistant in Extended Functions (RDAEF) license include: cardio-pulmonary resuscitation training (CPR), radiation safety training (to take X-rays), satisfactory work as a dental assistant for 12 months or alternatively, completion of a one or two-year State Board approved dental assistant program and passing the RDA written and performance tests. Continuing education may be necessary to maintain the license. For more information contact: The Committee on Dental Auxiliaries of The Dental Board of California (COMDA), 1428 Howe Avenue, Suite 58, Sacramento, CA 95825, Phone: (916) 263-2595, Fax: (916) 263-2709.

Technical Skills

- Knowledge of dental materials and procedures
- Ability to perform or assist with dental procedures
- Safety and protective procedures
- Patient record keeping
- Ability to follow billing procedures

Dental Assistants

19 Firms Responding Representing 70 Employees

- Ability to complete and explain insurance forms
- Possession of an X-ray license
- Possession of a Radiation Safety Certificate
- Ability to do ultrasonic scaling
- Completion of courses in biological sciences

Physical Skills

- Manual dexterity skills
- Good close-up vision (with correction)

Personal or Other Skills

- Ability to work independently
- Good grooming skills
- Willingness to work closely with others

Basic Skills

- Ability to follow oral instructions
- Oral communication skills
- Ability to write legibly
- Ability to read and follow instructions
- Basic math skills

Computer Software Skills

- Word Processing MS Word/Office 4
- Spreadsheet skills 0
- Database skills 0
- Desktop Publisher 0
- Other: 8

Dental Office Programs: Digital Radiology-Dentrex, Dentek, and Eaglesoft.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.36 on a scale of 4.00)
- Inexperienced Applicants: Moderately Difficult (2.75 on a scale of 4.00)

Recruitment Methods

19 employers responded to this question. 17 employers fill vacant positions through newspaper ads, 11 employers use referrals from current employees, 7 use the Internet and 6 use referrals from schools or training programs.

Annual Turnover

Employers responding to the survey report a 26.2% annual turnover rate.

Size of Occupation:

Large Range: 260-280 employees

Gender:

0% Male 100% Female

Where The Jobs Are

The major employing industries include:

- Offices and clinics of dentists.

Projections

Annual Job Growth Rate (times the average):

0.55, slower than average.

Number of New Hires in the Last Year: 22

Promotions:	1
Employees Leaving:	16
New Positions:	5
Temporary:	0

Projected Job Openings Through 2006:

From Growth:	20 positions
From Separations:	30 positions
Total:	50 positions

Employer Projected Occupation Growth (Over the next 24 months):

19 employers responded to this question. 15 employers project their employment in this occupation will remain stable, 4 employers project that their employment in this occupation will grow and none of the employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 19 responding employers: 8 promote from this occupation to other positions, such as:

- Registered Dental Hygienist (RDH) with additional technical training,
- Clinical Coordinator, and
- Office Manager.

Dental Hygienists

OES Code: 329080 – SOC Code: 292021

Description: Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

Alternative Titles: RDH, Registered Dental Hygienist, Hygienist.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$18.75-\$32.50	\$25.63
New Hires, With Some Experience	\$18.75-\$37.50	\$31.25
Three Plus Years Of Experience With the Firm	\$18.75-\$43.75	\$34.38

Benefits	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	7 %	27 %	7 %	13 %
Dental	13 %	7 %	20 %	13 %
Vision	0 %	7 %	0 %	0 %
Life Ins.	0 %	0 %	0 %	0 %
Sick Leave	20 %	7 %	20 %	0 %
Vacation	20 %	13 %	27 %	0 %
Retirement	13 %	20 %	7 %	0 %
Child Care	0 %	0 %	0 %	0 %

Other employee benefits: Paid holidays, Clinic may offer medical or dental care at a reduced cost, in lieu of benefits.

Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	15%	32
Full-Time (35 hrs. or more)	12%	40
Part-Time	58%	16
Temporary/On-Call	15%	12
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 2 employers require at least a high school diploma or the equivalent, none require less than a high school diploma, 12 require a two-year degree, none require a four-year degree and 1 requires graduate studies.

Training

Of 15 responding employers: 15 employers require an average of 26 months of Registered Dental Hygienist training. Of 14 responding employers: 3 will accept an average of 20 months training to replace work experience and 11 will not accept training to replace experience.

Experience

Of 15 responding employers: 12 employers require and 2 employers prefer an average of 18 months experience in this occupation and 1 does not require occupational experience. Of 14 responding employers: 1 will accept an average of 24 months of experience in related fields such as: dental assistant to substitute for previous experience, while 13 will not accept other occupational experience.

License/Certification

Yes. Dental Hygienists must be licensed in the State of California, under the provision of the Dental Practice Act administered by the State Board of Dental Examiners. Requirements include: graduation from a state-accredited dental hygiene program, passing the written National Board Exam and the practical skills exam given by the State Board.

Technical Skills

- Ability to follow laboratory procedures
- Ability to perform or assist with dental procedures
- Understanding good diet and nutrition
- General clerical skills
- Record keeping
- Supervision
- Knowledge of Anesthesiology
- Possession of a Radiation Safety Certificate
- Ability to write effectively

Dental Hygienists

15 Firms Responding Representing 26 Employees

Physical Skills

- Manual dexterity
- Good hand-eye coordination and precision with instruments
- Ability to sit for long periods

Personal or Other Skills

- Willingness to work under close supervision
- Public contact
- Ability to work independently
- Listening and communication skills

Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Oral communication

Computer Skills

- Word Processing 5
- Spreadsheet skills 0
- Database 0
- Desktop Publishing 0
- Other Programs: 6

Programs for dental offices: Dentrax, Intellident, Time for Periodontics.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.33 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 9 employers fill vacant positions using current employees' referrals, ads placed in newspapers or from information gained from other dentists and 5 recruit new employees through school or program referrals.

Annual Turnover

Employers responding to the survey report a 32% annual turnover rate.

Size of Occupation:

Small Range: 80 –90

Gender:

0% Male 100% Female

Where the Jobs Are

The major employing industries include:

- Offices of Clinics of Dentists.

Projections

Annual Job Growth Rate (times the average):
0.89, slower than average.

Number of New Hires in the Last Year: 13

Promotions: 0
Employees Leaving: 8
New Positions: 1
Temporary: 4

Projected Job Openings Through 2006:

From Growth: 10 positions
From Separations: 10 positions
Total: 20 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 8 employers project that their employment in this occupation will remain stable, 7 project that their employment in this occupation will grow and none of the employers projects that their employment in this occupation will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 1 employer promotes from this occupation to other positions, such as:

- Personnel or Office Manager.

Drafters

OES Code: 225140 – SOC Code: 173011

Description: Drafters prepare clear, complete, and accurate working plans and detail drawings from rough or detailed sketches or notes for engineering or manufacturing purposes according to specified dimensions. They utilize knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.

Alternative Titles: CAD Operators.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$20.00	\$12.95
New Hires, With Some Experience	\$8.00-\$21.00	\$12.00
Three Plus Years Of Experience With the Firm	\$11.00-\$21.00	\$15.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	60 %	0 %	13 %
Dental	13 %	27 %	0 %	60 %
Vision	7 %	13 %	0 %	80 %
Life Ins.	13 %	13 %	0 %	73 %
Sick Leave	47 %	7 %	0 %	47 %
Vacation	67 %	13 %	0 %	20 %
Retirement	13 %	47 %	0 %	40 %
Child Care	0 %	0 %	7 %	93 %

Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

Time Base- Hours Worked

Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	93 %	40
Part-Time	7 %	20
Temporary/On-Call	0 %	0
Seasonal	0 %	0

Employer Requirements

Education

Of 15 responding employers: 1 will accept less than a high school diploma, but 9 require at least a high school diploma or the equivalent. 5 employers require a two-year associate degree (A.A.) and none require either a four-year bachelor degree (B.A. or B.S.) or graduate study.

Training

Of 13 responding employers: 3 employers will accept an average of 28 months training to replace experience in the occupation and 10 employees will not accept training to replace experience. Of 15 responding employers: 14 employers require an average of 26 months of technical or vocational training in computer aided drafting programs.

Experience

Of 15 responding employers: 10 require and 3 prefer an average of 28 months experience in the occupation and 2 employers do not require experience in the occupation. Of 12 responding employers: 5 will accept an average of 31 months of occupational experience in carpentry, or with a background working in any of the building trades to replace experience and 7 will not accept any other experience.

License/Certification

A license is not required. The American Design Drafting Association (ADDA) has established a certification program for drafters, which can be achieved by passing the Drafter Certification Test.

Technical Skills

- Computer-assisted design (CAD) skills
- Knowledge of Geometry
- Knowledge of Trigonometry
- Ability to read and understand blueprints
- Ability to prepare technical drawings
- Ability to do freehand drawing
- Ability to do precision work
- Ability to write effectively

Physical Skills

- Ability to sit for long periods of time

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Basic Math skills
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

Computer Software Skills

- | | | |
|----------------------|----------------|----|
| ▪ Word processing | MS Word/Office | 11 |
| ▪ Spreadsheet skills | Excel | 8 |
| ▪ Database | | 0 |
| ▪ Desktop Publishing | | 0 |
| ▪ Other | | 15 |

AutoCAD, Archi-cad, Data Cad, LitePro, V8 Microstation, and Intergraph Microstation.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.0 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.2 on a scale of 4.00).

Recruitment Methods

15 employers responded to this question. 10 employers fill positions through applications from walk-ins, 9 employers use other sources, including business referrals and word of mouth and 8 rely on current employee referrals.

Annual Turnover

Employers responding to the survey report a 10.4% annual turnover rate.

Size of Occupation:

Small Range: 80 – 100 employees

Gender:

90% Male 10% Female

Where The Jobs Are

The major employing industries include:

- Personnel Supply Services, and
- Engineering and Architectural Services.

Projections

Annual Job Growth Rate (times the average):

1.79, much faster than average.

Number of New Hires in the Last Year: 39

Promotions:	1
Employees Leaving:	6
New Positions:	2
Temporary:	30

Projected Job Openings Through 2006:

From Growth:	20 positions
From Separations:	20 positions
Total:	40 positions

Employer Projected Occupation Growth (Over the next 24 months):

15 employers responded to this question.

11 employers project their employment in this occupation will remain stable, 4 employers project growth and none of the employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 11 promote from this occupation to other positions such as:

- Senior Drafter, and
- Designer.

Electricians

OES Code: 872020 – SOC Code: 472111

Description: Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. This description includes Protective Signal Installers and Repairers and Street Light Servicers.

Alternative Titles: Electrical Technicians, Journey-Level Electricians, Apprentice Electricians.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$9.00-\$18.00	\$13.81
Three Plus Years Of Experience With the Firm	\$13.00-\$22.86	\$18.12

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	38 %	25 %	0 %	38 %
Dental	19 %	19 %	0 %	63 %
Vision	25 %	6 %	0 %	69 %
Life Ins.	19 %	0 %	0 %	81 %
Sick Leave	38 %	0 %	0 %	63 %
Vacation	69 %	0 %	0 %	31 %
Retirement	31 %	31 %	6 %	31 %
Child Care	0 %	0 %	0 %	100 %

Union/Collective Bargaining

Yes. Of 16 responding employers: 3 report that their employees in this occupation are unionized, representing 26% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	97%	40
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	3%	40

Employer Requirements

Education

Of 16 responding employees: 13 require at least a high school diploma or the equivalent, and 3 employers will accept less than a high school diploma. None of the employers requires either a two or four year degree.

Training

Of 16 responding employers: 5 employers will accept an average of 31 months of training to replace experience, while 11 will not accept training to replace experience. Of 16 responding employers: 9 require and 4 prefer an average of 45 months technical or vocational training (completion of an apprenticeship or other accredited program), but 3 do not require completion of a technical or vocational training program.

Experience

Of 16 responding employers: 14 require and 2 prefer an average of 49 months of experience in the occupation. Of 16 responding employers: 3 will accept an average of 22 months of experience in related fields to be substituted for previous experience.

License/Certification

Licensing is not required for this occupation. The skills needed are usually obtained through a 4- or 5- year electrical trade apprenticeship. Training programs are sponsored by joint training committees made up of local unions of the International Brotherhood of Electrical Workers and local chapters of the National Electrical Contractors Association or alternatively by local chapters of the Associated Builders and Contractors and the Independent Electrical Contractors Association. The program emphasizes on-the-job experience with supplemental classroom coursework in the trade.

Technical Skills

- Apprenticeship completed
- Knowledge of electrical building codes
- Knowledge of electrical safety codes
- Ability to track and repair electrical problems
- Familiarity with materials and techniques of construction
- Thorough knowledge of the principles of electricity
- Ability to follow blueprints and building specifications
- Able to track and repair electrical problems
- Cost estimating skills

Electricians

16 Firms Responding Representing 86 Employees

Physical Skills

- Ability to stand continuously for 2 or more hours
- Ability to crawl under buildings
- Possession of good color perception
- Ability to lift at least 50 lbs. repeatedly
- Ability to climb ladders

Personal or Other Skills

- Possession of mechanical aptitude
- Ability to work independently
- Willingness to work with close supervision
- Ability to provide own tools

Basic Skills

- Ability to read and follow directions
- Oral communication skills
- Ability to write legibly

Computer Software Skills

- | | | |
|----------------------|----------|---|
| ▪ Word Processing | MS Word | 2 |
| ▪ Spreadsheet | MS Excel | 2 |
| ▪ Database | Outlook | 1 |
| ▪ Desktop Publishing | | 0 |
| ▪ Other | | 2 |

PLC Programming and MS Project.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.29 on a scale of 4.00)
- Inexperienced Applicants: Moderately Difficult (2.33 on a scale of 4.00)

Recruitment Methods

Of 16 responding employers: 12 employers use other methods for recruiting including: word of mouth and networking in the community, 7 employers fill vacant positions through referrals from current employees and walk-in applicants and 6 employers hire through newspaper ads.

Annual Turnover

Employers responding to the survey report a 17.3% annual turnover rate.

Size of Occupation:

Large Range: 330-370 employees

Gender:

99% Male 1% Female

Where The Jobs Are

The major employing industries include:

- General electrical installation and repair firms,
- Government (state, county, city), and
- Sawmills and related companies.

Projections

Annual Job Growth Rate (times the average):

0.86, slower than average.

Number of New Hires in the Last Year:

47

Promotions:

1

Employees Leaving:

12

New Positions:

11

Temporary:

23

Projected Job Openings Through 2006:

From Growth: 40 positions

From Separations: 50 positions

Total: 90 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 12 employers project their employment in this occupation will remain stable, 4 projects that their employment in this occupation will grow and none of the employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 9 promote from this occupation to other positions, such as:

- Lead Electrician,
- Foreman, and
- Electrical Superintendent.

Financial Managers

OES Code: 130020 – SOC Code: 113031

Description: Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. Included are managers who work in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

Alternative Titles: Finance Director, Finance Service Manager.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$12.00- \$25.20	\$19.18
Three Plus Years Of Experience With the Firm	\$14.00- \$24.93	\$23.01

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	33 %	67 %	0 %	0 %
Dental	47 %	40 %	0 %	13 %
Vision	40 %	40 %	0 %	20 %
Life Ins.	40 %	7 %	7 %	47 %
Sick Leave	80 %	7 %	0 %	13 %
Vacation	87 %	7 %	0 %	7 %
Retirement	33 %	27 %	20 %	20 %
Child Care	0 %	0 %	13 %	87 %

Other employee benefits that may be offered include: 401(k) retirement plans, Employee Stock Ownership Plan (ESOP), and holiday pay.

Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

Time Base / Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	96%	41
Part-Time	4%	20
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: none will accept less than a high school diploma, 4 employers require a high school diploma or the equivalent and 1 employee requires a two-year associate degree (A.A.). 10 employers require a four-year bachelor degree (B.A.) and none of the employers requires graduate studies.

Training

Of 15 responding employers: 8 require and 1 prefers employees to have an average of 43 months of training prior to employment. 6 employers state that training is not required prior to employment. Of 15 responding employers: 13 will not accept training to substitute for experience in the occupation, while 2 employers will accept an average of 30 months of training as a substitute for experience.

Experience

Of 15 responding employers: 13 require and 2 prefer an average of 50 months experience in this occupation prior to hiring. Of 13 responding employers: 4 will accept an average of 36 months experience in the areas of banking, sales, bookkeeping or accounting to substitute for previous experience, while 9 employers do not accept other occupational experience.

License/Certification

A license is not required, however most employers require a B.A. in Business Administration, Accounting or Financial Management.

Technical Skills

- Report writing skills
- Ability to apply techniques of statistical analysis
- Cost analysis skills
- Budget analysis skills
- Ability to plan and organize the work of others
- Ability to analyze securities
- Understanding of regulations affecting financial institutions
- Cost accounting skills
- Verbal presentation skills
- Ability to hire and assign personnel
- Ability to interpret actuarial and probability and loss tables

Financial Managers

15 Firms Responding Representing 24 Employees

- Ability to use computer applications in research
- Ability to use accounting software
- Ability to perform advanced mathematical computations

Physical Skills

- Ability to sit for long periods of time

Personal or Other Skills

- Ability to comprehend information quickly
- Ability to work independently
- Ability to work under pressure
- Ability to write effectively

Basic Skills

- Ability to read and follow directions
- Oral communications skills

Computer Software Skills

- | | | |
|-------------------|-----------------|----|
| ▪ Word Processing | MS Word/ Office | 14 |
| ▪ Spreadsheet | MS Excel | 13 |
| ▪ Database Access | | 7 |
| ▪ Desktop Pub. | | 2 |
| ▪ Other | | 6 |

Outlook, Eaglesoft, Great Plains, ISAS and Quick Books.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.77 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.33 on a scale of 4.00).

Recruitment Methods

15 employers responded to this question.

14 employers fill vacant positions through newspaper ads, 9 employers fill positions through in-house promotions or transfers, and 8 employers fill positions through ads on the Internet.

Annual Turnover

Employers responding to the survey report a 16.7 % annual turnover rate.

Size of Occupation:

Large Range: 290-320 employees

Gender:

38% Male 62% Female

Where The Jobs Are

The major employing industries include:

- Commercial Banks,
- Religious Organizations,
- Offices and clinics of dentists,
- Hotels and motels,
- Government (state, county and city)
- Legal services, and
- Individual and Family Services.

Projections

Annual Job Growth Rate (times the average):

0.74, slower than average.

Number of New Hires in the Last Year: 4

Promotions: 0

Employees Leaving: 4

New Positions: 0

Temporary: 0

Projected Job Openings Through 2006:

From Growth: 30 positions

From Separations: 30 positions

Total: 60 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 14 employers project their employment in this occupation will remain stable, 1 employer projects their employment in this occupation will grow, and none of the employers expects a decline in this occupation over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 6 promote from this occupation to other positions, such as:

- Chief Financial Officer (CFO),
- Chief Business Officer, or
- Financial or Business Consultant.

Food Preparation Workers

SOC Code: 352021 – OES Code: 650380

Description: Food preparation workers perform a variety of food preparation duties other than cooking, such as preparing cold foods and shellfish, slicing meat and brewing coffee or tea.

Alternative Titles: Kitchen Helpers, Prep Person, Crew Members, Cafeteria Assistants.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$9.21	\$6.75
New Hires, With Some Experience	\$6.75-\$9.50	\$7.13
Three Plus Years Of Experience With the Firm	\$6.75-\$10.94	\$8.25

Benefits	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	20 %	50 %	0 %	29 %
Dental	20 %	40 %	14 %	14 %
Vision	20 %	30 %	14 %	14 %
Life Ins.	20 %	30 %	14 %	7 %
Sick Leave	30 %	10 %	14 %	0 %
Vacation	60 %	10 %	29 %	0 %
Retirement	10 %	20 %	0 %	7 %
Child Care	0 %	0 %	0 %	0 %

Union/Collective Bargaining

Yes. Of 16 responding employers: 3 employers report that their employees in this occupation are unionized, representing 19% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	2%	30
Full-Time (35 hrs. or more)	25%	39
Part-Time	68%	18
Temporary/On-Call	0%	0
Seasonal	5%	16

Most employers schedule day and evening shifts.

Employer Requirements

Education

Of 16 responding employers: 9 require a high school diploma or equivalent, 7 will accept less than a high school diploma (may be attending High School) and none of the employers require a two-or four-year degree or graduate studies.

Training

Of 8 responding employers: 3 employers will accept an average of 5 months training to replace experience in the occupation, but 5 will not accept training to replace experience. Of 16 responding employers: none require and 4 prefer that employees have an average of 6 months of vocational training prior to employment, while 12 employers do not require employees to have vocational training.

Experience

Of 16 responding employers: 3 employers require and 5 employers prefer an average of 9 months experience working in food preparation, and 8 do not require experience. Of 8 responding employers: 6 employers will accept an average of 9 months experience in related fields to substitute for occupational experience, but 2 employers will not accept any other occupational experience.

License/Certification

None.

Technical Skills

- Knowledge of health regulations for handling food
- Ability to handle multiple food orders in a timely fashion
- Sandwich making skills
- Salad making skills
- Ability to operate a cash register

Physical Skills

- Ability to lift 30 pounds repeatedly
- Ability to work rapidly
- Ability to pass a pre-employment medical examination
- Ability to stand continuously for 2 or more hours

Food Preparation Workers

16 Firms Responding Representing 165 Employees

Personal or Other Skills

- Ability to work under pressure
- Ability to work independently
- Public contact skills
- High standards of personal cleanliness
- Willingness to work with close supervision

Basic Skills

- Oral communication skills
- Ability to write legibly
- Ability to read and follow instructions
- Ability to perform basic math
- Ability to follow written and oral directions

Computer Software Skills

- | | |
|-------------------|---|
| ▪ Word Processing | 0 |
| ▪ Spreadsheet | 0 |
| ▪ Database | 0 |
| ▪ Desktop Pub. | 0 |
| ▪ Other | 2 |

Point of sale or cash register transactions.

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.67 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.46 on a scale of 4.00).

Recruitment Methods

Of 16 responding employers: 13 hire by accepting walk-in applicants or based on current employee referrals, 8 employers hire through the response to newspaper ads and through networking.

Annual Turnover

Employers responding to the survey report a 51.6% annual turnover rate.

Size of Occupation:

Large Range: 330-340 employees

Gender:

28% Male 72% Female

Where The Jobs Are

The major employing industries include:

- Eating and drinking places, and
- Elementary and secondary schools.

Projections

Annual Job Growth Rate (times the average):

0.35, slower than average.

Number of New Hires in the Last Year: 95

Promotions:	2
Employees Leaving:	81
New Positions:	4
Temporary:	8

Projected Job Openings Through 2008:

From Growth:	10 positions
From Separations:	90 positions
Total:	100 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 14 employers project their employment in this occupation will remain stable, 2 employers project their employment in this occupation will grow and none of the employers projects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 13 promote from this occupation to other positions, such as:

- Crew Leader,
- Line Cook,
- Food Service Specialist, and
- Waiter.

Food Service Managers

OES Code: 150261 – SOC Code: 119051

Description: Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Includes Food and Beverage Directors.

Alternative Titles: Banquet/Dining Room Manager, Beverage/Bar Manager, Floor/Kitchen Manager, Restaurant Manager.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75 - \$11.51	\$10.00
New Hires, With Some Experience	\$6.25 - \$12.79	\$10.62
Three Plus Years Of Experience With the Firm	\$7.00 - \$15.00	\$11.48

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	20 %	0 %	53 %
Dental	20 %	13 %	0 %	67 %
Vision	13 %	13 %	0 %	73 %
Life Ins.	27 %	7 %	0 %	67 %
Sick Leave	40 %	7 %	0 %	53 %
Vacation	53 %	7 %	0 %	40 %
Retirement	20 %	0 %	7 %	73 %
Child Care	0 %	0 %	0 %	100 %

Union/Collective Bargaining

No. Of 15 responding employers: none report their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	91 %	41
Part-Time	9 %	27
Temporary/On-Call	0 %	0
Seasonal	0 %	0

Employer Requirements

Education

Of 15 responding employers: 13 employers require at least a high school diploma or the equivalent, 2 employers do not require a high school diploma and none of the responding employers requires a two- or four-year degree.

Training

Of 11 responding employers: 4 employers will accept an average of 11 months of training to replace experience and 7 employers will not accept training to replace experience. Of 15 responding employers: 1 prefers an average of 3 months of training, however, 14 employers do not require any technical or vocational training.

Experience

Of 15 responding employers: 8 employers require and 3 employers prefer an average of 23 months experience in the occupation, but 4 employers do not require experience in the occupation. Of 11 responding employers: 5 employers will accept an average of 24 months experience in other food-related services to replace occupational experience, but 6 employers will not accept any other occupational experience.

License/Certification

None.

Technical Skills

- Ability to maintain financial records
- Ability to manage an activity or department
- Ability to motivate staff, and plan and organize the work of others
- Ability to follow purchasing procedures
- Record keeping skills
- Understanding inventory techniques
- Ability to hire and assign personnel
- Food preparation skills
- Problem solving skills

Physical Skills

- Ability to work nights, weekends and holidays
- Ability to stand for long periods of time

Food Service Managers

15 Firms Responding Representing 67 Employees

Personal or Other Skills

- Willingness to work with close supervision
- Public contact skills
- Ability to work independently
- Ability to work under pressure
- Customer service skills

Basic Skills

- Basic math
- Ability to read and follow directions
- Ability to write effectively
- Oral communications skills

Computer Skills

- | | | |
|----------------------|----------|---|
| ▪ Word Processing | MS Word | 6 |
| ▪ Spreadsheet skills | MS Excel | 4 |
| ▪ Database | Access | 5 |
| ▪ Desktop Publishing | | 0 |
| ▪ Other Programs: | N/A | 0 |

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.63 on a scale of 4.00).
- Inexperienced Applicants: Not Difficult (1.86 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 10 employers fill vacant positions through in-house promotions or transfers, 8 employers hire through current employees' referrals and 6 employers fill positions through newspaper ads or word of mouth referrals.

Annual Turnover

Employers responding to the survey report a 32.8% annual turnover rate.

Size of Occupation:

Not available

Gender:

60% Male 40% Female

Where The Jobs Are

The major employing industries include:

- Eating and Drinking places,
- Civic and Social Associations, and
- Elementary and Secondary Schools.

Projections

Annual Job Growth Rate:

Not available

Number of New Hires in the Last Year: 22

Promotions:	11
Employees Leaving:	11
New Positions:	0
Temporary:	0

Projected Job Openings Through 2006:

From Growth:	N/A
From Separations:	N/A
Total:	N/A

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 11 employers project their employment in this occupation will remain stable, 2 employers project their employment in this occupation will grow and 2 employers project their employment in this occupation will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 9 employers promote from this occupation to other positions, such as:

- General Manager
- District Manager, and
- Area Manager.

General Managers and Top Executives

OES Code: 190050 – SOC Code: 111021

Description: General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. This description does not include managers of smaller establishments who typically engage in the same activities as the workers they supervise.

Alternative Titles: Supervisory Manager, Purchasing Manager, Operations Manager, Director, Executive Director.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$ 8.63-\$17.26	\$12.25
New Hires, With Some Experience	\$10.55-\$33.00	\$14.96
Three Plus Years Of Experience With the Firm	\$12.27-\$35.00	\$23.01

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	24 %	76 %	0 %	0 %
Dental	18 %	59 %	6 %	18 %
Vision	6 %	53 %	6 %	35 %
Life Ins.	18 %	47 %	0 %	35 %
Sick Leave	76 %	12 %	0 %	12 %
Vacation	82 %	12 %	0 %	6 %
Retirement	24 %	47 %	0 %	29 %
Child Care	0 %	0 %	12 %	82 %

Other employee benefits that may be offered include: bonus paid based on percentage of annual profit and medical reimbursement.

Union/Collective Bargaining

No. Of 17 responding employers: none report union membership in the occupation.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	99%	44
Part-Time	1%	30
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 17 responding employers: 4 employers require at least a high school diploma or the equivalent and none will accept less than a high school diploma. 4 employers require a two-year associate degree (A.A.), 8 employers require employees to have a four-year bachelor degree (B.A.) and one employer requires completion of graduate studies.

Training

Of 16 responding employers: 2 employers will accept an average of 12 months training to replace experience in the occupation, but 14 employers will not allow training to replace experience in the occupation. Of 17 responding employers: 4 require and 2 prefer employees to have an average of 44 months of technical or vocational training in the area of business management or administration and 11 employers do not require technical or vocational training.

Experience

Of 17 responding employers: 13 require and 3 prefer an average of 41 months experience in the occupation and 1 employer does not require work experience in the occupation. Of 16 responding employers: 8 will accept an average of 36 months experience with the firm or in a related field to replace experience in the occupation and 8 will not accept any other type of experience.

License/Certification

None.

Technical Skills

- Ability to manage an activity or department
- Ability to lead and supervise management team
- Knowledge or background in human resources and/or accounting
- Ability to hire management/staff personnel
- Ability to apply management techniques
- Ability to interpret data
- Ability to use problem solving techniques

General Managers and Top Executives

17 Firms Responding Representing 30 Employees

Physical Skills

- Ability to work long hours

Personal or Other Skills

- Ability to set work priorities
- Ability to work independently
- Ability to work under pressure
- Ability to delegate effectively
- Customer Service

Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Oral communication

Computer Software Skills

- | | | |
|-------------------|--------------|----|
| ▪ Word Processing | MS Word | 15 |
| ▪ Spreadsheet | Excel | 12 |
| ▪ Database | Access | 6 |
| ▪ Desktop Pub. | Desktop Pub. | 3 |
| ▪ Other | | 5 |

Smartware, Medical Manager, Accounting Inventory, Vari-Pro, AS 400-IBM System.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4.00)
- Inexperienced Applicants: Very Difficult (3.25 on a scale of 4.00)

Recruitment Methods

17 employers responded to this question. 14 employers fill this position through in-house promotions and transfers, 7 fill vacant positions through the response to newspaper ads, and 4 employers use a combination of current employee referrals, the Internet and recent graduates from colleges or universities.

Annual Turnover

Employers responding to the survey report a 7.4% annual turnover rate.

Size of Occupation:

Very Large Range: 1440-1610 employees

Gender:

65% Male 35% Female

Where The Jobs Are

The major employing industries include:

- Local Government (county, city, and state),
- Eating and Drinking places,
- Elementary and Secondary Schools,
- Heavy Construction (except Highway), and
- Insurance Agents, Brokers and Services.

Projections

Annual Job Growth Rate (times the average):

0.84, slower than average.

Number of New Hires in the Last Year: 9

Promotions: 3

Employees Leaving: 2

New Positions: 4

Temporary: 0

Projected Job Openings Through 2006:

From Growth: 170 positions

From Separations: 180 positions

Total: 350 positions

Employer Projected Occupation Growth (Over the next 24 months):

17 employers responded to this question. 14 employers project their employment in this occupation will remain stable, 3 employers project their employment in this occupation will grow and none of the employers expect a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 17 responding employers: 10 promote to other management positions based on the size of the firm. The highest-level positions are:

- Director of Operations,
- District Manager,
- District Supervisor,
- Buyer, and
- President or CEO.

Hand Packers and Packagers

OES Code: 989020 – SOC Code: 537064

Description: Hand Packers and Packagers pack or package by hand a wide variety of products and materials. Does not include workers whose jobs require more than minimum training.

Alternative Titles: Packaging/Shipping and Receiving Room Workers, Packer/Shipper, Inserters, Courtesy Clerks.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$7.79	\$7.00
New Hires, With Some Experience	\$6.25-\$10.25	\$7.25
Three Plus Years Of Experience With the Firm	\$6.25-\$12.83	\$8.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	29 %	18 %	0 %	29 %
Dental	24 %	12 %	6 %	35 %
Vision	6 %	0 %	0 %	71 %
Life Ins.	12 %	0 %	0 %	65 %
Sick Leave	24 %	6 %	0 %	47 %
Vacation	47 %	6 %	0 %	24 %
Retirement	6 %	12 %	0 %	59 %
Child Care	0 %	0 %	0 %	76 %

Other employee benefits that may be offered include: 401(k) retirement plans; profit sharing; paid holidays.

Union/Collective Bargaining

Yes. Of 17 responding employers: 1 out of 17 responding employers report that their employees in this occupation are unionized, representing 22% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	51%	40
Part-Time	38%	26
Temporary/On-Call	6%	40
Seasonal	5%	11

Employer Requirements

Education

Of 17 responding employers: 7 employers require at least a high school diploma or the equivalent, while 10 employers do not require a high school diploma.

Training

Of 17 responding employers: none of the employers require training. Of 5 responding employers: 1 will accept an average of 3 months of training to replace occupational experience, but 4 will not accept training to replace occupational experience.

Experience

Of 17 responding employers: 2 employers require and 3 employers prefer an average of 5 months experience in this occupation, while 10 employers do not require experience in this occupation. Of 5 responding employers: 1 will accept an average of 6 months of any job experience to replace occupational experience and 4 employers will not accept any other occupational experience.

License/Certification

None required.

Technical Skills

- Good hand eye coordination
- Proper handling of customer packaging

Physical Skills

- Ability to stand continuously for 2 or more hours
- Ability to sit continuously for 2 or more hours
- Ability to lift at least 50 pounds repeatedly

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Basic math – ability to measure and count
- Ability to read and follow instructions
- Ability to write legibly
- Oral communications skills

Hand Packers and Packagers

17 Firms Responding Representing 171 Employees

Computer Skills

▪ Word Processing	MS Word	2
▪ Spreadsheet skills	MS Excel	1
▪ Database	Access	2
▪ Desktop Publishing		0
▪ Other Programs:		4

Business related programs -name varies by company.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.50 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.33 on a scale of 4.00).

Recruitment Methods

Of 17 responding employers: 10 employers fill vacant positions through newspaper ads, 9 use the Employment Development Department to find employees and 8 use current employees' referrals or taking applications from walk-ins.

Annual Turnover

Employers responding to the survey report a 33.3% annual turnover rate.

Size of Occupation

Large Range: 200 – 230 employees

Gender:

29% Male 71% Female

Where The Jobs Are

The major employing industries include:

- Grocery Stores,
- Personnel Supply Services, and
- Retail Stores.

Projections

Annual Job Growth Rate (times the average):

1.07, average.

Number of New Hires in the Last Year: 80

Promotions:	16
Employees Leaving:	35
New Positions:	18
Temporary:	11

Projected Job Openings Through 2006:

From Growth:	30 positions
From Separations:	40 positions
Total:	70 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 13 employers project their employment in this occupation will remain stable, 4 project that their employment in this occupation will grow and none of the responding employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 17 responding employers: 11 employers promote from this occupation to other positions, such as:

- Food Clerk,
- Sales Representative, and
- Supervisor/Manager.

Heating, Air Conditioning, Refrigeration Mechanics and Installers

OES Code: 859020 – SOC Code: 499021

Description: Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. This description does not include workers who do only plumbing and pipefitting work.

Alternative Titles: Service Technicians, Journey-Level Service Technicians, Installers.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$7.00-\$10.00	\$7.50
New Hires, With Some Experience	\$8.00-\$16.54	\$14.00
Three Plus Years Of Experience With the Firm	\$13.00-\$21.00	\$18.00

Full-Time Benefits	Employer Pays All	Shared Cost	Employer Pays All	Shared Cost
Medical	33 %	33 %	7 %	27 %
Dental	20 %	7 %	7 %	67 %
Vision	7 %	7 %	0 %	87 %
Life Ins.	13 %	7 %	0 %	80 %
Sick Leave	13 %	0 %	0 %	87 %
Vacation	73 %	0 %	0 %	27 %
Retirement	20 %	33 %	13 %	33 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: Cafeteria-style benefit package, 401(k) with employer match.

Union/Collective Bargaining

Yes. Of 15 responding employers: 2 employers report that their employees are unionized, representing 2% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours:

	% of Employees Surveyed	Hours Per Week
Full-Time	93%	40
Part-Time	3%	17
Temporary/On-Call	0%	0
Seasonal	4%	40

Employer Requirements

Education

Of 15 responding employers: 13 require at least a high school diploma or equivalent, but 2 do not require a high school diploma. None of the employers require either a two- or four-year degree.

Training

Of 15 responding employers: 2 employers will accept an average of 9 months training to replace experience, while 13 will not accept training to replace experience. Of 15 responding employers: 10 require and 4 prefer an average of 27 months of technical or vocational training to substitute for occupational experience and 1 does not require training.

Note: Due to the many components that make up a heating and air-conditioning system and the sophistication of those systems, employers require technicians to have training. Basic installation, repair and maintenance classes are offered at trade and vocational schools, Community Colleges, and the Armed Forces. In unionized areas a 3 to 5-year apprenticeship consisting of classroom work and on-the-job training is completed.

Experience

Of 15 responding employers: 11 require and 4 prefer an average of 34 months experience in this occupation. Of 14 responding employers: 4 accept an average of 27 months experience in related fields (plumbing, welding, electrical) to replace occupational experience, but 10 will not accept experience in any other occupation.

License/Certification

Licensing in the profession is not required at this time. However, certification in proper handling of refrigerants is required. The EPA certification exams are administered by U.S. Environmental Protection Agency approved trade schools, unions, contractor associations or building groups.

Technical Skills

- Welding skills
- Possession of a valid driver's license
- Bondable
- Understanding of circuit design
- Ability to read blueprints
- Cost estimating skills

Heating, Air Conditioning, Refrigeration Mechanics and Installers

15 Firms Responding Representing 99 Employees

- Sheet metal working skills
- Plumbing skills
- Pipefitting skills
- Soldering skills
- Problem solving skills
- Ability to install systems in residential and commercial locations
- Ability to read and understand building codes and regulations

Physical Skills

- Ability to lift and move heavy pieces of equipment
- Ability to climb, crawl, bend and stoop
- Ability to work in awkward and cramped positions

Personal or Other Skills

- Ability to work independently
- Ability to provide own hand tools
- Possession of a good DMV driving record
- Public contact skills

Basic Skills

- Ability to write legibly
- Oral communication skills
- Basic math skills
- Ability to read and follow directions

Computer Software Skills

- Word Processing MS Word 2
- Spreadsheet 1
- Database 1
- Desktop Publishing 0
- Other 3

Programs specific to different brands of heating and A/C appliances, Winservice, CII.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4.00)
- Inexperienced Applicants: Very Difficult (3.50 on a scale of 4.00)

Recruitment Methods

Of 15 responding employers: 8 employers hire new employees through newspaper ads and sources including word of mouth, PIC, and industry contacts, and 6 employers fill positions through applications from walk-ins.

Annual Turnover

Employers responding to the survey report a 24.1% annual turnover rate.

Size of Occupation:

Medium Range: 90 -100 employees

Gender:

96% Male 4% Female

Where The Jobs Are

The major employing industries include:

- Plumbing, heating and air conditioning firms,
- General construction, and
- Community Colleges.

Projections

Annual Job Growth Rate (times the average):

0.79, slower than average.

Number of New Hires in the Last Year: 37

Promotions: 2

Employees Leaving: 19

New Positions: 12

Temporary: 4

Projected Job Openings Through 2006:

From Growth: 10 positions

From Separations: 10 positions

Total: 20 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 7 employers project their employment in this occupation will remain stable, 8 project their employment in this occupation will grow and none of the employers expects that their employment in this occupation will decline.

Other Information

Promotional Opportunities

Of 15 responding employers: 10 promote from this occupation to other positions, such as:

- Journey Technician,
- Shop Foreman or Foreperson, and
- Supervisor.

Hosts, Hostesses – Restaurant, Lounge or Coffee Shop

OES Code: 650020 – SOC Code: 359031

Description: Hosts, Hostesses – Restaurant, Lounge or Coffee Shop welcome patrons, seat them at tables or in lounge, and insure quality of facilities and service.

Alternative Titles: Greeters.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$7.50	\$6.75
New Hires, With Some Experience	\$6.75-\$7.50	\$6.75
Three Plus Years Of Experience With the Firm	\$6.75-\$8.50	\$7.13

Benefits	Full-Time		Part-Time	
	Employer Pays All	Shared Cost	Employer Pays All	Shared Cost
Medical	13 %	6 %	0 %	0 %
Dental	6 %	6 %	0 %	0 %
Vision	6 %	6 %	0 %	0 %
Life Ins.	0 %	6 %	0 %	0 %
Sick Leave	13 %	0 %	6 %	0 %
Vacation	19 %	0 %	13 %	0 %
Retirement	0 %	6 %	0 %	0 %
Child Care	0 %	0 %	0 %	0 %

Other employee benefits that may be offered include:
AFLAC policy for major medical and tips.

Union/Collective Bargaining

No. Of 16 responding employers: none report that their employees in this occupation are unionized.

Time Base/ Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	77%	40
Part-Time	23%	18
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 16 responding employers: 14 will accept less than a high school diploma and 2 require a high school diploma or the equivalent. None of the responding employers require a two-year associate degree (A.A.), a four-year bachelor degree (B.A.) or graduate studies.

Training

Of 5 responding employers: 2 employers will accept an average of 2 months training to replace experience in the occupation and 3 will not accept training to replace experience in the occupation. Of 16 responding employers: only 1 prefers an average of 12 months of technical or vocational training, while 15 employers do not require any technical or vocational training.

Experience

Of 16 responding employers: only 1 requires and 4 prefer an average of 6 months experience in the occupation, while 11 responding employers do not require experience in the occupation. Of 4 responding employers: 2 will accept an average of 7 months experience as a cashier, or in retail sales to substitute for previous experience and 2 employers will not accept other unrelated occupational experience.

License/Certification

None.

Technical Skills

- Ability to operate a cash register
- Ability to write effectively
- Cash handling skills
- Record keeping skills
- Supervisory skills

Physical Skills

- Ability to stand continuously for 2 or more hours

Personal or Other Skills

- Willingness to work with close supervision
- Public contact skills
- Ability to work independently
- Ability to work under pressure
- Customer service skills

Hosts, Hostesses – Restaurant, Lounge or Coffee Shop

16 Firms Responding Representing 314 Employees

Basic Skills

- Oral communication skills
- Basic math skills
- Ability to read and follow directions
- Ability to write legibly

Computer Skills

- | | |
|----------------------|---|
| ▪ Word Processing | 0 |
| ▪ Spreadsheet skills | 0 |
| ▪ Database | 0 |
| ▪ Desktop Publishing | 0 |
| ▪ Other | 1 |

Basic keyboarding skills to operate a cash register.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.40 on a scale of 4.00).

Recruitment Methods

Of 16 responding employers: 12 fill vacant positions through walk-in applicants, 11 fill vacant positions from current employee referrals. 6 employers place ads in the newspaper or use other sources such as: word of mouth or customer referrals.

Annual Turnover

Employers responding to the survey report a 100% annual turnover rate.

Size of Occupation:

Medium Range: 150 – 170 employees

Gender:

35% Male 65% Female

Where The Jobs Are

The major employing industries include:

- Eating and drinking places,
- Amusement and recreation service, and
- Hotels and motels.

Projections

Annual Job Growth Rate (times the average):

0.95, average.

Number of New Hires in the Last Year: **379**

Promotions: 205

Employees Leaving: 69

New Positions: 105

Temporary: 0

Projected Job Openings Through 2006:

From Growth: 20 positions

From Separations: 40 positions

Total: 60 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 8 project that their employment in this occupation will remain stable, 8 project that their employment in this occupation will grow and none expect a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers, 15 promote from this occupation to other positions, such as:

- Cocktail Server,
- Waiter/Waitress, and
- Floor Manager.

Human Service Workers

OES Code: 273080 – SOC Code: 211093

Description: Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians. **Alternative Titles:** Case Manager, Social Worker, Substance Abuse Counselor, Facility Manager, Family/Child Services Assistant.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$14.45	\$9.59
New Hires, With Some Experience	\$6.50-\$15.83	\$11.60
Three Plus Years Of Experience With the Firm	\$8.00-\$19.10	\$14.77

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	56 %	25 %	0 %	6 %
Dental	19 %	19 %	19 %	31 %
Vision	31 %	19 %	0 %	38 %
Life Ins.	44 %	6 %	13 %	25 %
Sick Leave	69 %	6 %	6 %	6 %
Vacation	69 %	6 %	0 %	13 %
Retirement	19 %	6 %	19 %	44 %
Child Care	0 %	0 %	0 %	88 %

Other employee benefits: Employer paid training and certification, paid holidays and insurance allowance.

Union/Collective Bargaining

Yes. Of 16 responding employers: 2 employers report that the employees in this occupation are unionized, representing 52% of the workforce.

Time Base / Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	86%	40
Part-Time	14%	21
Temporary/On-Call	0%	40
Seasonal	0%	0

Employer Requirements

Education

Of 16 responding employers: 5 employers require at least a high school diploma or the equivalent, 1 does not require a high school diploma, 2 employers require a two-year Associate Degree, 6 require a two-year Bachelor Degree and 2 require graduate study.

Training

Of 15 responding employers: 6 will accept an average of 19 months of training to replace occupational experience and 9 will not accept training to replace occupational experience.

Of 16 responding employers: 10 require an average of 25 months technical or vocational training and 6 do not require vocational training.

Experience

Of 16 responding employers: 10 employers require and 5 employers prefer an average of 18 months experience in this occupation. Of 15 responding employers: 7 will accept an average of 17 months experience in related fields such as: nursing, teaching, or social welfare worker to replace previous experience, but 10 will not accept other occupational experience.

License/Certification

Yes, certification may be required depending upon the level of responsibility of the position. The Board of Behavioral Science Examiners regulates and licenses the practice of clinical social workers, marriage, family and child counselors and educational psychologists. Registration as an Associate or Intern may be required. Other educational requirements, fingerprint clearance and supervised training may also be required.

Technical Skills

- Record keeping skills
- Knowledge of geriatrics
- Knowledge of veterans services
- Ability to treat substance abuse

Human Service Workers

16 Firms Responding Representing 254 Employees

- Knowledge of protective services for children and adults
- Ability to interview others for information
- Possession of a valid driver's license
- Ability to write effectively

Physical Skills

- Ability to work long hours and some weekends
- Ability to help clients with daily needs

Personal or Other Skills

- Understanding a variety of cultures
- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Ability to think logically
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral Communication skills

Computer Skills

- | | | |
|----------------------|--------------|----|
| ▪ Word Processing | MS Word | 12 |
| ▪ Spreadsheet skills | MS Excel | 8 |
| ▪ Database | Access | 4 |
| ▪ Desktop Publishing | Desktop Pub. | 5 |
| ▪ Other | | 0 |

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.40 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.70 on a scale of 4.00).

Recruitment Methods

Of 16 responding employers: 11 employers fill vacant positions through newspaper ads, 9 fill positions through current employee referrals and 6 employers use in-house promotions or transfers to fill positions.

Annual Turnover

Employers responding to the survey report a 16.8 % annual turnover rate.

Size of Occupation:

Large Range: 160 – 240 employees

Gender:

31 % Male 69 % Female

Where The Jobs Are

The major employing industries include:

- Individual and Family Social Services,
- Social Services, and
- Residential Care Facilities.

Projections

Annual Job Growth Rate (times the average):

3.57, much faster than average.

Number of New Hires in the Last Year: 63

Promotions:	7
Employees Leaving:	32
New Positions:	22
Temporary:	2

Projected Job Openings Through 2006:

From Growth:	80 positions
From Separations:	40 positions
Total:	120 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 8 employers project their employment in this occupation will remain stable, 7 employers project growth and 1 employer expects their employment in this occupation will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 9 employers promote from this occupation to other positions, such as:

- Supervising Intake Worker,
- Program Manager/Director, and
- Regional Director.

Instructional Aides

OES Code: 315211 – SOC Code: 259041 (Teacher Assistants)

Description: Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

Alternative Titles: Instructional Paraprofessional, Teacher's Aid, Educational Aid.

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$7.20-\$9.01	\$8.28
New Hires, With Some Experience	\$7.94-\$10.00	\$9.10
Three Plus Years Of Experience With the Firm	\$7.94-\$13.11	\$9.74

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$6.25-\$9.00	\$7.40
New Hires, With Some Experience	\$6.50-\$10.00	\$7.92
Three Plus Years Of Experience With the Firm	\$7.00-\$11.00	\$8.00

Benefits	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	20 %	7 %	7 %	33 %
Dental	13 %	7 %	7 %	33 %
Vision	13 %	7 %	7 %	33 %
Life Ins.	13 %	7 %	7 %	20 %
Sick Leave	33 %	0 %	40 %	13 %
Vacation	33 %	0 %	33 %	7 %
Retirement	7 %	7 %	7 %	33 %
Child Care	7 %	7 %	0 %	7 %

Other employee benefits: Paid holidays.

Union/Collective Bargaining

Yes. Of 15 responding employers: 8 report that their employees in this occupation are unionized, representing 84% of the workforce.

Time Base / Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	12%	30
Full-Time (35 or more hrs.)	3%	40
Part-Time	85%	20
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 15 employers require at least a high school diploma or the equivalent. None of the employers require a two- or four-year degree.

Training

Of 9 responding employers: 4 will accept an average of 8 months of training to replace experience and 5 will not accept training to replace experience. Of 15 responding employers: 3 require and 1 prefer an average of 11 months vocational training to replace occupational experience and 11 employers will not accept vocational training to replace experience.

Experience

Of 15 responding employers: 2 require and 7 prefer an average of 11 months experience in this occupation, while 8 employers do not require experience in this occupation. Of 9 responding employers: 4 will accept an average of 9 months of experience in related fields such as: day care worker to replace previous experience, but 5 employers will not accept any other previous experience.

License/Certification

A State mandated license is not required; however state law requires applicants to obtain a certificate of proficiency from the County Office of Education by passing a test in basic reading, language and math.

Instructional Aides

15 Firms Responding Representing 223 Employees

Technical Skills

- Ability to apply teaching techniques
- Knowledge of early childhood development
- Ability to operate audiovisual equipment
- Oral reading
- Musical and art skills
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Possession of an Early Childhood Development Certificate
- Ability to write effectively
- Ability to type at least 45 wpm

Physical Skills

- Pass a pre-employment physical examination

Personal or Other Skills

- Understanding a variety of cultures
- Ability to handle crisis situations
- Willingness to work under close supervision
- Ability to work independently
- Ability to exercise patience

Basic Skills

- Basic math
- Able to read and follow instructions
- Able to write legibly
- Oral communication

Computer Skills

- Word Processing MS Word 6
- Spreadsheet skills MS Excel 2
- Database Access 2
- Desktop Publishing Desktop Pub. 2
- Other Programs: 2

Knowledge of educational software programs.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.50 on a scale of 4.00).
- Inexperienced Applicants: Not Difficult (1.83 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 12 employers fill vacant positions through ads placed in the newspaper, 8 hire through current employees' referrals and 6 hire new employees based on school or program referrals.

Annual Turnover

Employers responding to the survey report a 15.2% annual turnover rate.

Size of Occupation:

Very Large Range: 700-750 employees

Gender:

4% Male 96% Female

Where The Jobs Are

The major employing industries include:

- Elementary and Secondary Schools, and
- Child Day Care Services.

Projections

Annual Job Growth Rate (times the average):

0.51, slower than average.

Number of New Hires in the Last Year: 44

Promotions:	3
Employees Leaving:	29
New Positions:	12
Temporary:	0

Projected Job Openings Through 2006:

From Growth:	50 positions
From Separations:	60 positions
Total:	130 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 12 employers project that their employment in this occupation will remain stable, 1 projects their employment in this occupation will grow and 2 project their employment in this occupation will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 4 promote from this occupation to other positions, such as:

- Secretary,
- Preschool Teacher, or
- Teacher/Instructor (with appropriate credentialing).

Janitors and Cleaners- except Maids and Housekeeping Cleaners

OES Code: 670050 – SOC Code: 372011

Description: Janitors and Cleaners except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Does not include Maids and Housekeepers.

Alternative Titles: Custodian, Janitor/Maintenance.

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$9.52-\$9.99	\$9.76
New Hires, With Some Experience	\$10.08-\$11.48	\$10.46
Three Years Plus Experience With the Firm	\$11.00-\$12.69	\$11.66

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$6.75-\$7.50	\$7.00
New Hires, With Some Experience	\$6.75-\$9.00	\$7.50
Three Years Plus Experience With the Firm	\$7.00-\$10.00	\$8.50

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	20 %	0 %	20 %
Dental	27 %	20 %	0 %	20 %
Vision	27 %	20 %	0 %	20 %
Life Ins.	20 %	20 %	0 %	27 %
Sick Leave	40 %	7 %	0 %	20 %
Vacation	53 %	7 %	0 %	7 %
Retirement	20 %	20 %	7 %	20 %
Child Care	0 %	0 %	0 %	67 %

Other employee benefits that may be offered include:
Profit sharing.

Union/Collective Bargaining

Yes. Of 15 responding employers: 4 report that their employees in this occupation are union, representing 43% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	57%	40
Part-Time	42%	22
Temporary/On-Call	1%	15
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 7 employers require at least a high school diploma or the equivalent, but 8 do not require a high school diploma. None of the employers requires a two-year associate degree (A.A.), a four-year bachelor degree (B.A./B.S.) or graduate study.

Training

Of 10 responding employers: 3 accept an average of 16 months training to replace experience and 7 will not accept training to replace experience. Of 15 responding employers: none require any technical or vocational training prior to employment.

Experience

Of 15 responding employers: 3 require and 7 prefer an average of 16 months experience in the occupation and 5 do not require experience in the occupation. Of 10 responding employers: 3 will accept an average of 14 months experience in carpentry or maintenance to replace occupational experience and 7 will not accept any other occupational experience.

License/Certification

None.

Technical Skills

- Painting skills
- Possession of a valid driver's license
- Ability to shampoo carpets
- Bondable

Janitors and Cleaners- except Maids and Housekeeping Cleaners

15 Firms Responding Representing 92 Employees

- Ceramic or floor tile repair skills
- Lawn and garden care skills
- Ability to operate floor polishing equipment
- Carpentry skills
- Brush painting skills
- Window washing skills
- Pest extermination skills
- Understanding of cleaning compounds and solutions

Physical Skills

- Ability to lift at least 100 pounds repeatedly

Personal or Other Skills

- Ability to work independently
- Possession of a reliable vehicle
- Willingness to work under close supervision

Basic Skills

- Ability to write legibly
- Oral communication skills
- Ability to read and follow instructions
- Basic math skills

Computer Software Skills

- Word Processing 0
- Spreadsheet skills 0
- Database skills 0
- Desktop Publishing 0
- Other 0

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.33 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.58 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 11 employers fill positions through newspaper ads, 7 employers fill positions through employee referrals and the Internet. 6 employers fill positions using other sources such as: PIC/EDD and word of mouth.

Annual Turnover

Employers responding to the survey report an 18.8% annual turnover rate.

Size of Occupation:

Very Large Range: 840 –950

Gender:

68% Male 32% Female

Where The Jobs Are

The major employing industries include:

- Services to Buildings,
- Elementary and Secondary Schools,
- Amusement and Recreational Services,
- Eating and Drinking Places, and
- Hospitals.

Projections

Annual Job Growth Rate (times the average):

0.94, average.

Number of New Hires in the Last Year: 25

Promotions: 2

Employees Leaving: 14

New Positions: 7

Temporary: 2

Projected Job Openings Through 2006:

From Growth: 110 positions

From Separations: 140 positions

Total: 250 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 10 employers project that their employment in this occupation will remain stable, 5 employers project their employment in this occupation will grow and none of the employers project their employment in this occupation will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 10 promote from this occupation to other positions such as:

- Head Custodian,
- Maintenance Supervisor, and
- Crew Manager.

Kindergarten Teachers, Except Special Education

SOC Code: 252012 -- OES Code: 313040

Description: Kindergarten Teachers teach elemental natural and social science, personal hygiene, music, art and literature to children from 4 to 6 years old. Promote physical, mental, and social development. May be required to hold State certification.

Alternative Titles: Kindergarten Teachers

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$16.30-\$18.63	\$17.28
New Hires, With Some Experience	\$14.26-\$18.63	\$16.71
Three Plus Years Of Experience With the Firm	\$14.26-\$19.33	\$16.95

Note: Of 15 responding employers: 9 will hire recent college graduates with no experience. Some of these employers pay at the higher end of the wage scale, thus making the wages paid to experienced workers appear to be lower in comparison.

Full-Time Benefits	Employer Pays All	Shared Cost	Employee Pays All	Not Provided
Medical	53 %	47 %	0 %	0 %
Dental	53 %	33 %	7 %	7 %
Vision	47 %	33 %	7 %	13 %
Life Ins.	40 %	27 %	7 %	27 %
Sick Leave	87 %	7 %	0 %	7 %
Vacation	60 %	0 %	0 %	40 %
Retirement	20 %	60 %	0 %	20 %
Child Care	0 %	0 %	13 %	87 %

Union/Collective Bargaining

Yes. Of 15 responding employers: 13 employers report that their employees in this occupation are unionized, representing 87% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (35hrs or more)	97%	38
Part-Time	3%	20
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: none will accept less than a high school diploma or a two-year associate degree. 12 require a four-year bachelor degree and 3 require completion of graduate studies.

Training

Of 13 responding employers: 2 employers will accept an average of 12 months of training to replace occupational experience, while 11 will not accept training in lieu of experience. Of 15 responding employers: 12 employers require and 1 employer prefers an average of 27 months of teacher training prior to employment, but 2 do not require teacher training.

Experience

Of 15 responding employers: 6 employers require and 7 employers prefer an average of 15 months experience in this occupation, only 2 employers do not require teaching experience. Of 11 responding employers: only 1 of the employers will accept an average of 12 months experience in related fields to replace experience as a kindergarten teacher, but 10 employers will not accept any unrelated occupational experience.

License/Certification

Employees in this occupation are required to obtain a Teaching Credentials license from the State of California Commission on Teacher Credentialing. First-time applicants must pass a written exam and undergo a fingerprint clearance process.

Technical Skills

- Supervisory skills
- Classroom management skills
- Artistic skills
- Problem solving skills
- Ability to write effectively
- Possession of a state teacher's certificate
- Record keeping skills
- Ability to operate audiovisual equipment
- Ability to administer emergency first aid
- Ability to apply principals of recreation
- Music skills
- Oral reading skills

Kindergarten Teachers, Except Special Education

18 Firms Responding Representing 86 Employees

Personal or Other Skills

- Understanding a variety of cultural backgrounds
- Ability to exercise patience
- Ability to work under pressure
- Ability to work independently
- Possession of a clean police record
- Ability to work with close supervision

Basic Skills

- Ability to write legibly
- Ability to read and follow instructions
- Basic math skills

Computer Software Skills

- | | | |
|-------------------|-----------------|---|
| ▪ Word Processing | MS Word/ Office | 7 |
| ▪ Spreadsheet | MS Excel | 3 |
| ▪ Database | | 1 |
| ▪ Desktop Pub. | | 0 |
| ▪ Other | | 3 |

Internet skills & ability to use PC and Mac computers

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.14 on a scale of 4.00).
- Inexperienced Applicants: Not Difficult (1.44 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 12 hire based on the response to newspaper ads, 8 employers hire new employees recent graduates of colleges and universities, 6 hire through in-house promotions and transfers and 5 use the Shasta County Office of Education website.

Annual Turnover

Employers responding to the survey report a 1.5% annual turnover rate.

Size of Occupation:

Small Range: 30-30 employees

Gender:

5% Male 95% Female

Where The Jobs Are

The major employing industries include:

- Elementary and secondary schools.

Projections

Annual Job Growth Rate (times the average):

0.00, remain stable- no growth.

Number of New Hires in the Last Year: 1

Promotions: 0

Employees Leaving: 1

New Positions: 0

Temporary or On-Call: 0

Projected Job Openings Through 2008:

From Growth: 0 positions

From Separations: 0 positions

Total: 0 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 11 employers project their employment in this occupation will remain stable, 4 of the employers expect a decline in the occupation and none of the employers expects growth over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 7 promote from this occupation to other positions, such as:

- Administrator,
- Vice-Principal, and
- Principal (with additional education).

Laborers, Landscaping and Groundskeeping

OES Code: 790410 – SOC Code: 373011

Description: Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stonemasons.

Alternative Titles: Gardener/Greens Keeper, Laborer Landscaping, Grounds-persons, Nursery Laborers.

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$8.83-\$8.83	\$8.83
New Hires, With Some Experience	\$11.00-\$11.54	\$11.24
Three Plus Years Of Experience With the Firm	\$11.87-\$15.00	\$13.38

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$6.25-\$8.00	\$7.25
New Hires, With Some Experience	\$7.00-\$9.00	\$8.00
Three Plus Years Of Experience With the Firm	\$8.00-\$10.42	\$9.75

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	23 %	23 %	8 %	46 %
Dental	23 %	8 %	0 %	69 %
Vision	15 %	8 %	0 %	77 %
Life Ins.	23 %	8 %	0 %	69 %
Sick Leave	38 %	0 %	0 %	62 %
Vacation	62 %	0 %	0 %	38 %
Retirement	0 %	23 %	8 %	69 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits: AFLAC Insurance.

Union/Collective Bargaining

Yes. Of 13 responding employers: 3 report that their employees in this occupation are unionized, representing 29% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	94%	40
Part-Time	3%	20
Temporary/On-Call	0%	0
Seasonal	2%	40

Employer Requirements

Education

Of 13 responding employers: 9 require at least a high school diploma or the equivalent, but 4 will accept less than a high school diploma.

Training

Of 8 responding employers: 3 will accept an average of 5 months of training. Of 13 responding employers: 1 requires an average of 24 months vocational training, while 12 employers require no vocational training prior to employment.

Experience

Of 13 responding employers: 3 require and 5 prefer an average of 16 months experience in this occupation, but 5 do not require experience in the occupation. Of 8 responding employers: 3 will accept an average of 12 months experience in related fields to substitute for experience, but 5 will not accept any unrelated occupational experience.

License/Certification

There is no state licensing for landscapers, however state certification may be required for landscape or groundskeeping workers who apply pesticides, herbicides or fungicides. The state-mandated certificate may be obtained by passing a Qualified Applicator Certificate test in the appropriate category.

Laborers, Landscaping and Groundskeeping

15 Firms Responding Representing 122 Employees

Technical Skills

- Knowledge of horticulture
- Lawn and garden care skills
- Pruning skills
- Plumbing repair skills
- Knowledge of gardening tools
- Able to operate tractors
- Knowledge of pesticides and herbicides
- Sprinkler system installation and repair skills

Physical Skills

- Ability to lift at least 75 pounds repeatedly
- Ability to work outdoors in all types of weather
- Ability to bend, lift, and stoop

Personal or Other Skills

- Possession of a valid driver's license
- Possession of a reliable vehicle
- Willingness to work under close supervision
- Public contact skills

Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math
- Oral communication skills

Computer Skills

- | | |
|----------------------|---|
| ▪ Word Processing | 0 |
| ▪ Spreadsheet skills | 0 |
| ▪ Database | 0 |
| ▪ Desktop Publishing | 0 |
| ▪ Other | 0 |

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4.00).

Recruitment Methods

Of 13 responding employers: 11 employers fill vacant positions through current employees' referrals, 9 find staff through ads placed in the newspaper and 6 fill positions through taking applications from walk-ins.

Annual Turnover

Employers responding to the survey report a 27.1% annual turnover rate.

Size of Occupation

Very Large Range: 560 – 630 employees

Gender:

96% Male 4% Female

Where The Jobs Are

The major employing industries include:

- Amusement and Recreational Service,
- Landscape and Horticultural Service,
- Local Government, and
- Residential and Building Construction.

Projections

Annual Job Growth Rate (times the average):

0.89, slower than average.

Number of New Hires in the Last Year: 39

Promotions:	3
Employees Leaving:	29
New Positions:	4
Temporary:	3

Projected Job Openings Through 2006:

From Growth:	70 positions
From Separations:	130 positions
Total:	200 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 13 responding employers: 8 employers project their employment in this occupation will remain stable, 5 employers project their employment in the occupation will grow and none of the employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 14 promote from this occupation to other positions, such as:

- Crew Leader,
- Lead groundskeeper, and
- Landscape Supervisor.

Legal Secretaries

OES Code: 551020 – SOC Code: 436012

Description: Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and many review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

Alternative Titles: Legal Assistants.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.90-\$11.51	\$ 7.50
New Hires, With Some Experience	\$8.00-\$15.45	\$12.31
Three Plus Years Of Experience With the Firm	\$9.50-\$17.26	\$14.88

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	81 %	13 %	0 %	0 %
Dental	31 %	13 %	6 %	44 %
Vision	25 %	0 %	6 %	63 %
Life Ins.	38 %	6 %	6 %	44 %
Sick Leave	75 %	6 %	0 %	13 %
Vacation	81 %	6 %	0 %	6 %
Retirement	31 %	31 %	13 %	19 %
Child Care	0 %	0 %	13 %	81 %

Other employee benefits that may be offered include: cafeteria plans and separate IRA account and annual bonuses.

Union/Collective Bargaining

Yes. Of 16 responding employers: 2 employers report that their employees in this occupation are unionized, representing 26% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees	Weekly Hours
Full-Time	89%	39
Part-Time	11%	27
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 16 responding employers: 12 require at least a high school diploma or the equivalent and none will accept less than a high school diploma. 4 employers require a two-year associate degree (A.A.) and none require either a four-year bachelor degree (B.A.) or graduate studies.

Training

Of 14 responding employers: 3 will accept an average of 18 months training to replace experience in the occupation, but 11 will not accept training to replace experience. Of 16 responding employers: 1 requires and 4 prefers employees to have an average of 24 months technical or vocational training, but 11 employers do not require any technical or vocational training.

Experience

Of 16 responding employers: 13 require and 1 employer prefers an average of 22 months of experience in the occupation, but 2 do not require experience in the occupation. Of 11 responding employers: 4 accept an average of 18 months experience in related fields to substitute for previous experience, while 7 do not accept experience in other occupations.

License/Certification

Licensing is not required, however certification is available from the National Association for Legal Secretaries (NALS). To become certified as an Accredited Legal Secretary (ALS) the experienced legal office professional needs to have: at least one-year of legal office experience, completed approved training courses and pass the examination given by NALS. Contact information: NALS, Inc., 314 East 3rd Street, Suite 210, Tulsa, OK, 74120.

Legal Secretaries International also offers a Legal Secretary Specialist (CLSS) certificate that is based on five years of experience, a detailed background in civil trial, real estate, probate, and/or business law and passing an examination. Contact information: Legal Secretaries International, 8902 Sunnywood Dr., Houston, TX, 77088-3729

Legal Secretaries

16 Firms Responding Representing 66 Employees

Technical Skills

- Ability to type 50 to 90 wpm
- Technical legal terminology
- Processing formal legal documents
- Computer knowledge
- Stress Management
- Ability and knowledge of scheduling court appearances
- Case management
- Bookkeeping knowledge
- Editing and assembly of legal papers and files
- Ability to follow law office methods and procedures
- Ability to take and transcribe accurate notes
- High standard of confidentiality
- Ability to do spreadsheets
- Ability to maintain database files

Physical Skills

- Ability to sit for long periods of time

Personal or Other Skills

- Ability to work independently
- Willingness to work under pressure of deadlines
- Ability to plan and organize
- Highly dependable

Basic Skills

- Ability to write legibly
- Ability to read and follow instructions
- Basic math skills
- Ability to think independently
- Oral communication skills
- Customer service skills

Computer Skills

- | | | |
|----------------------|--------------|----|
| ▪ Word Processing | Word Perfect | 16 |
| ▪ Spreadsheet | Excel | 5 |
| ▪ Database | Access | 6 |
| ▪ Desktop Publishing | Desktop Pub. | 1 |
| ▪ Other | | 7 |

Billing programs, Corel, Authority-research programs, calendar programs.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.77 on a scale of 4.00)
- Inexperienced Applicants: Very Difficult (3.33 on a scale of 4.00)

Recruitment Methods

Of 16 responding employers: 12 employers fill vacant positions through newspaper ads, 11 use referrals from current employees, 8 use the Internet and 4 employers use referrals from the Redding Legal Secretaries Association.

Annual Turnover

Employers responding to the survey report a 7.8% annual turnover rate.

Size of Occupation:

Medium Approximately 130 employees

Gender:

0% Male 100% Female

The major employing industries include:

- Legal services.

Projections

Annual Job Growth Rate (times the average):

1.00, average.

Number of New Hires in the Last Year: 7

Promotions:	0
Employees Leaving:	5
New Positions:	2
Temporary:	0

Projected Job Openings Through 2006:

From Growth:	0 positions
From Separations:	20 positions
Total:	20 positions

Employer Projected Occupation Growth (Over the next 24 months):

16 employers responded to this question. 12 employers project that their employment in this occupation will remain stable, 3 employers expect growth in the occupation and 1 expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 6 promote from this occupation to other positions, such as:

- Office Manager,
- Legal Services Supervisor, and
- Administrator.

Loan Officers and Counselors

OES Code: 211080 – SOC Code: 132072

Description: Loan Officers and Counselors evaluate, authorize, or recommend approval of commercial or real estate loans and credit loans or advise borrowers on financial status and methods of payments. Includes such occupations as Mortgage Loan Officers or Agents, Collection Analysts, and Loan Servicing Officers.

Alternate Titles: Consumer or Commercial Lending Officer, Mortgage Consultant, Loan Representative, Personal Finance Representative.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$8.50-\$14.38	\$11.51
New Hires, With Some Experience	\$8.30-\$23.01	\$13.40
Three Plus Years Of Experience With the Firm	\$8.59-\$37.40	\$18.51

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	81 %	13 %	6 %
Dental	0 %	81 %	6 %	13 %
Vision	0 %	81 %	6 %	13 %
Life Ins.	13 %	69 %	6 %	13 %
Sick Leave	50 %	25 %	0 %	25 %
Vacation	63 %	19 %	0 %	19 %
Retirement	6 %	69 %	6 %	19 %
Child Care	0 %	6 %	13 %	81 %

Other employee benefits that may be offered include:
Bonuses based on percentage of sales.

Union/Collective Bargaining

None. Of 16 responding employers: none report that their employees in this occupation are union.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	94%	40
Part-Time	6%	31
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 16 responding employers: 9 employers require at least a high school diploma or the equivalent and 1 employer will accept less than a high school diploma. 3 employers require a two-year associate degree (A.A.), 3 require a four-year bachelor degree (B.A.) in finance, economics, or business and none require completion of graduate studies.

Training

Of 13 responding employers: 3 will accept an average of 20 months of training to replace experience in the occupation and 10 employers do not accept training to replace experience in the occupation. Of 16 responding employers: 4 employers require and 4 prefer that employees have an average of 27 months technical or vocational training in accounting, finance or business and 8 employers do not require any technical or vocational training.

Experience

Of 16 responding employers: 5 require and 8 prefer employees to have an average of 27 months experience in the occupation, but 3 do not require experience in the occupation. Of 13 responding employers: 9 will accept an average of 21 months occupational experience in related fields including sales and 4 employers will not accept any other occupational experience.

License/Certification

Although a license is not required in this occupation, a Real Estate License may be helpful. Certificates may be available from banking-related associations and/or private schools for taking courses or programs designed for experienced loan officers as well as those interested in staying current on laws and regulations affecting the industry.

Loan Officers and Counselors

16 Firms Responding Representing 72 Employees

Technical Skills

- Ability to apply sales techniques
- Business Math skills
- Ability to write effectively
- Possession of a California Real Estate sales license
- Ability to interview others for information
- Knowledge of government loan procedures
- Understanding conventional loans
- Understanding of mortgage banking
- Ability to handle credit and collections
- Understanding of regulations affecting financial institutions
- Ability to analyze statistics
- Record keeping skills
- Report writing skills

Personal or Other Skills

- Willingness to work under close supervision
- Public contact skills
- Ability to work independently
- Ability to work under pressure
- Ability to think logically

Basic Skills

- Oral communication skills
- Basic math skills
- Ability to read and follow instructions
- Ability to write legibly

Computer Software Skills

- | | | |
|----------------------|----------------|----|
| ▪ Word processing | MS Word/Office | 12 |
| ▪ Spreadsheet | MS Excel | 9 |
| ▪ Database | Access | 5 |
| ▪ Desktop Publishing | Desktop Pub. | 2 |
| ▪ Other | | 4 |

FISERV, Real Estate System, and specialized loan industry programs.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.40 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.36 on a scale of 4.00).

Recruitment Methods

16 employers responded to this question. 9 employers fill vacant positions based on responses to newspaper ads and from current employee referrals; and 8 employers fill positions through in-house promotions or transfers.

Annual Turnover

Employers responding to the survey report a 7.0% annual turnover rate.

Size of Occupation:

Medium Range: 100 – 120

Gender:

40% Male 60% Female

Where The Jobs Are

The major employing industries include:

- Mortgage Bankers and Brokers, and
- Commercial Banks

Projections

Annual Job Growth Rate (times the average):

1.43, faster than average.

Number of New Hires in the Last Year: 19

Promotions: 1

Employees Leaving: 3

New Positions: 15

Temporary: 0

Projected Job Openings Through 2006:

From Growth: 20 positions

From Separations: 20 positions

Total: 40 positions

Employer Projected Occupation Growth (Over the next 24 months):

16 employers responded to this question. 7 employers project their employment in this occupation will remain stable, 9 employers project their employment to grow in the occupation and none of the employers project a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 13 promote from this occupation to other positions, such as:

- Senior Lender,
- Lending Department Manager/Supervisor,
- Branch Manager, and
- District Manager.

Machinists

SOC Code: 514041 – OES Code: 891080

Description: Machinists set up and operate a variety of machine tools to produce precision parts and instruments. Includes precision instrument makers who fabricate, modify, or repair mechanical instruments. May also fabricate and modify parts to make or repair machine tools or maintain industrial machines, applying knowledge of mechanics, shop mathematics, metal properties, layout, and machining procedures.

Alternative Titles: Fabricators, Mechanic/Machinists.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$8.00-\$9.00	\$8.50
New Hires, With Some Experience	\$8.00-\$16.00	\$10.50
Three Plus Years Of Experience With the Firm	\$10.00-\$21.00	\$15.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	40 %	33 %	0 %	27 %
Dental	27 %	27 %	7 %	40 %
Vision	13 %	27 %	7 %	53 %
Life Ins.	33 %	20 %	7 %	40 %
Sick Leave	40 %	0 %	0 %	60 %
Vacation	67 %	0 %	0 %	33 %
Retirement	33 %	13 %	13 %	40 %
Child Care	0 %	0 %	7 %	93 %

Other employee benefits: paid holidays, bonus for employee/profit sharing.

Union/Collective Bargaining

Yes. Of 15 responding employers: 2 employers report that their employees in this occupation are unionized, representing 13% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (35 hrs. or more)	100%	40
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 10 employers require at least a high school diploma or the equivalent, 4 employers accept less than a high school diploma and 1 employer prefers a two-year (A.A.) degree. None require a four-year (B.A.) degree.

Training

Of 15 responding employers: 7 employers will accept an average of 22 months of machinist training to replace experience in the occupation, while 8 employers will not accept training to replace occupational experience. Of 15 responding employers: 6 employers require and 8 prefer an average of 28 months of technical or vocational training, however only 1 employer does not require vocational training.

Experience

Of 15 responding employers: 13 employers require and 2 prefer an average of 37 months of experience in this occupation. Of 12 responding employers: 7 employers will accept an average of 33 months experience in related fields (auto mechanics, etc.) to replace occupational experience, but 5 employers will not accept any other occupational experience.

License/Certification

None.

Technical Skills

- Ability to read blueprints
- Ability to use hand tools
- Ability to write effectively
- Ability to use precision tools
- Understanding of military specifications
- Ability to operate numerically controlled (NC) machines
- Ability to operate computer numerically controlled (CNC) machines

Physical Skills

- Manual dexterity
- Ability to lift at least 50 lbs. repeatedly
- Ability to perform precision work
- Ability to stand continuously for 2 or more hours

Machinists

15 Firms Responding Representing 63 Employees

Personal or Other Skills

- Ability to provide own tools
- Ability to work independently
- Willingness to work with close supervision

Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Oral communication skills

Computer Skills

- Word Processing 2
- Spreadsheet skills 0
- Database 0
- Desktop Publishing 0
- Other 2

Ability to program CNC and other machines.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.23 on a scale of 4.00).
- Inexperienced Applicants: Moderately difficult (2.50 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 9 employers hire walk-in applicants, 7 employers use responses to newspaper advertisements or networking and 6 employers rely on EDD/PIC and current employees' referrals.

Annual Turnover

Employers responding to the survey report an 11.9% annual turnover rate.

Size of Occupation:

Small Range: 80-90 employees

Gender:

100% Male 0% Female

Where The Jobs Are

The major employing industries include:

- Special industry machinery,
- Automotive repair shops, and
- Metalworking machinery.

Projections

Annual Job Growth Rate (times the average):

1.47, faster than average.

Number of New Hires in the Last Year: 11

Promotions: 0
Employees Leaving: 7
New Positions: 4
Temporary: 0

Projected Job Openings Through 2008:

From Growth: 10 positions
From Separations: 10 positions
Total: 20 positions

Employer Projected Occupation Growth (Over the Next 24 months):

Of 15 responding employers: 7 employers project their employment in this occupation will remain stable, 6 employers project that their employment in this occupation will grow and 2 employers project a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 7 promote from this occupation to other positions, such as:

- Shop Foreperson,
- Lead Machinist, and
- Supervisor.

Maids and Housekeeping Cleaners

SOC Code: 372012 – OES Code: 670020

Description: Maids and housekeeping cleaners perform any combination of light cleaning duties to maintain private households or commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly manner. Duties include making beds, replenishing linens, cleaning rooms and halls, and vacuuming.

Alternative Titles: Room Attendants, Housekeeper /Laundry.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$7.75	\$6.90
New Hires, With Some Experience	\$6.75-\$9.00	\$7.00
Three Plus Years Of Experience With the Firm	\$6.75-\$11.00	\$8.00

Benefits	Full-Time		Part-Time	
	Employer Pays All	Shared Cost	Employer Pays All	Shared Cost
Medical	0 %	70 %	0 %	13 %
Dental	0 %	40 %	0 %	13 %
Vision	0 %	20 %	0 %	0 %
Life Ins.	0 %	20 %	0 %	0 %
Sick Leave	20 %	10 %	13 %	0 %
Vacation	30 %	10 %	25 %	0 %
Retirement	0 %	30 %	0 %	0 %
Child Care	0 %	0 %	0 %	0 %

Other employee benefits that may be offered include: Tips, annual or seasonal bonus, and benefits to begin at 32 hrs/wk.

Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	0%	0
Full-Time (35 hrs. or more)	57%	38
Part-Time	34%	22
Temporary/On-Call	1%	19
Seasonal	8%	33

A few employers schedule shifts around-the-clock.

Employer Requirements

Education

Of 15 responding employers: 7 employers require at least a high school diploma or the equivalent, while 8 employers will accept less than a high school diploma. None of the employers requires a two- or four-year degree.

Training

Of 7 responding employers: 1 employer will accept an average of 3 months of training to replace experience in the occupation, but 6 will not accept training to replace experience. Of 15 responding employers: none requires any occupational training prior to employment.

Experience

Of 15 responding employers: 1 requires and 6 prefer an average of 6 months of experience in the occupation, while 8 do not require experience. Of 7 responding employers: all will accept an average of 6 months of experience in related fields (private home care, retail clerks, or fast food) to be substituted for previous experience in the occupation.

License/Certification

None.

Technical Skills

- Ability to operate commercial laundry machines
- Bondable
- Understanding of cleaning compounds and solutions
- Able to use commercial vacuum cleaners

Physical Skills

- Ability to stand for prolonged periods
- Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills

- Ability to work independently
- Willingness to work with close supervision
- Reliability

Maid and Housekeeping Cleaners

15 Firms Responding Representing 178 Employees

Basic Skills

- Oral communication skills
- Ability to follow oral instructions
- Basic math skills
- Ability to read and follow instructions
- Ability to write legibly

Computer Software Skills

- | | |
|-------------------|---|
| ▪ Word Processing | 3 |
| ▪ Spreadsheet | 2 |
| ▪ Database | 1 |
| ▪ Desktop Pub. | 0 |
| ▪ Other | 0 |

Basic keyboarding skills.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.21 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 13 employers hire new employees based on the response to newspaper ads, 10 employers hire new employees by accepting walk-in applicants, and 7 employers find new employees through an Internet website.

Annual Turnover Rate

Employers responding to the survey report a 24.3% annual turnover rate.

Size of Occupation:

Very Large Range: 620-690 employees

Gender:

11% Male 89% Female

Where The Jobs Are

The major employing industries include:

- Hotels and motels,
- Services to buildings,
- Miscellaneous amusement, recreation services, and
- Miscellaneous personal services.

Projections

Annual Job Growth Rate (times the average):

1.33, faster than average.

Number of New Hires in the Last Year: 54

Promotions: 2

Employees Leaving: 39

New Positions: 9

Temporary: 4

Projected Job Openings Through 2008:

From Growth: 70 positions

From Separations: 100 positions

Total: 170 positions

Employer Projected Occupation Growth (Over the next 2 years):

Of 15 responding employers: 13 employers project their employment in this occupation will remain stable, 2 employers project growth in this occupation and none project a decline in the occupation over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 12 promote from this occupation to other positions, such as:

- Head Housekeeper,
- Housekeeping Supervisor, and
- Front Desk/Clerk.

Maintenance Repairers – General Utility

OES Code: 851320 – SOC Code: 499042

Description: General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment, installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

Alternative Titles: Maintenance Worker, Apartment Maintenance/Manager, Facilities Custodian, Mechanic.

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$11.28-\$19.18	\$12.89
Three Plus Years Of Experience With the Firm	\$11.28-\$19.18	\$15.64

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$6.25-\$10.30	\$7.00
New Hires, With Some Experience	\$6.25-\$10.70	\$9.52
Three Plus Years Of Experience With the Firm	\$7.00-\$19.18	\$11.43

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	47 %	27 %	0 %	20 %
Dental	33 %	13 %	7 %	40 %
Vision	33 %	13 %	7 %	40 %
Life Ins.	40 %	20 %	0 %	33 %
Sick Leave	53 %	0 %	0 %	40 %
Vacation	87 %	0 %	0 %	7 %
Retirement	60 %	0 %	0 %	33 %
Child Care	0 %	0 %	0 %	93 %

Other employee benefits: Paid holidays and long-term disability insurance.

Union/Collective Bargaining

Yes. Of 15 responding employers: 4 report that their employees in this occupation are unionized, representing 41% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	84%	39
Part-Time	15%	29
Temporary/On-Call	0%	0
Seasonal	1%	40

Employer Requirements

Education

Of 15 responding employers: 10 require at least a high school diploma or the equivalent, 4 employers will accept less than a high school diploma and 1 out employer requires a two-year Associate Degree.

Training

Of 13 responding employers: 1 will accept an average of 6 months training to replace work experience, but 12 will not accept training to replace experience. Of 15 responding employers: 2 require and 4 prefer an average of 17 months of vocational training in plumbing, carpentry and electrical skills.

Experience

10 out Of 15 responding employers: 10 require and 3 prefer an average of 20 months experience in this occupation. Of 15 responding employers: 4 will accept an average of 14 months experience in related fields to be substituted for previous experience, but 11 will not accept experience in any other occupation.

License/Certification

None required.

Maintenance Repairers – General Utility

15 Firms Responding Representing 188 Employees

Technical Skills

- Swimming pool maintenance
- Record keeping skills
- Ability to read blueprints
- Ability to operate power tools
- Ability to repair and install heating and air conditioning systems
- Ability to do cement work
- Arc and gas welding
- Painting
- Carpentry
- Electrical repair
- Plumbing repair

Physical Skills

- Ability to lift at least 50 pounds repeatedly
- Manual dexterity
- Ability to work outside in all types of weather

Personal or Other Skills

- Ability to provide own hand tools
- Willingness to work under close supervision
- Ability to work independently

Basic Skills

- Basic math
- Able to read and follow instructions
- Able to write legibly
- Oral communication skills

Computer Skills

- | | | |
|----------------------|---------|---|
| ▪ Word Processing | MS Word | 2 |
| ▪ Spreadsheet skills | | 0 |
| ▪ Database | | 0 |
| ▪ Desktop Publishing | | 0 |
| ▪ Other | | 2 |

Familiar with programs used in the workplace.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.50 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.40 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 11 employers fill vacant positions through newspaper ads, 8 use current employees' referrals and 7 accept applications from walk-ins.

Annual Turnover

Employers responding to the survey report an 11.8% annual turnover rate.

Size of Occupation:

Very Large Range: 690 – 730 employees

Gender:

91 % Male 9 % Female

Where The Jobs Are

The major employing industries include:

- Elementary and Secondary Schools,
- Eating and Drinking Places,
- Local Government, and
- Hotels and Motels.

Projections

Annual Job Growth Rate (times the average):

0.41, slower than average growth.

Number of New Hires in the Last Year: 39

Promotions:	1
Employees Leaving:	19
New Positions:	19
Temporary:	0

Projected Job Openings Through 2006:

From Growth:	40 positions
From Separations:	110 positions
Total:	150 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 12 employers project their employment in this occupation will remain stable; 3 employers project growth and none of the employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 8 promote from this occupation to other positions, such as:

- Lead worker, and
- Maintenance Supervisor.

Medical and Clinical Laboratory Technologists

SOC Code: 292011 -- OES Code: 329020

Description: Medical and clinical laboratory technologists perform complex medical laboratory tests for diagnosis, treatment, and prevention of disease. May train or supervise staff.

Alternative Titles: Clinical Lab Scientist, Lab Tech, Med Tech.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$8.00-\$8.00	\$8.00
New Hires, With Some Experience	\$10.00-\$24.00	\$20.00
Three Plus Years Of Experience With the Firm	\$15.00-\$29.43	\$24.47

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	40 %	60 %	0 %	0 %
Dental	20 %	70 %	0 %	10 %
Vision	10 %	60 %	10 %	20 %
Life Ins.	60 %	10 %	20 %	10 %
Sick Leave	90 %	0 %	0 %	10 %
Vacation	100 %	0 %	0 %	0 %
Retirement	20 %	40 %	30 %	10 %
Child Care	0 %	10 %	0 %	90 %

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	20 %	60 %	0 %	20 %
Dental	0 %	80 %	0 %	20 %
Vision	0 %	80 %	0 %	20 %
Life Ins.	40 %	0 %	40 %	20 %
Sick Leave	80 %	0 %	0 %	20 %
Vacation	80 %	0 %	0 %	20 %
Retirement	0 %	60 %	20 %	20 %
Child Care	0 %	0 %	0 %	100 %

Union/Collective Bargaining

Yes. Of 10 responding employers: one reports that their employees in this occupation are unionized, representing 10% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	0%	0
Full-Time (35 hrs. or more)	60%	40
Part-Time	27%	26
Temporary/On-Call	13%	27
Seasonal	0%	0

Most employers schedule shifts around-the-clock.

Employer Requirements

Education

Of 10 responding employers: 2 employers require at least a high school diploma or the equivalent, none will accept less than a high school diploma, 2 employers require a two- year degree (A.A.), 5 employers require a four- year degree or B.S. in Medical Technology and one requires graduate studies.

Training

Of 10 responding employers: 4 employers will accept an average of 21 months of training to replace experience in the occupation, while 6 do not accept training to replace experience. Of 10 responding employers: 8 employers require and 1 prefers an average of 36 months of technical or vocational training in laboratory technology, while only 1 employer does not require any type of vocational training prior to employment.

Experience

Of 10 responding employers: 7 employers require and 3 prefer an average of 17 months experience in the occupation. Of 10 responding employers: 3 will accept an average of 16 months experience in related fields to replace occupational experience, but 7 will not accept any other occupational experience.

License/Certification

Licensing is required in the state of California. The licensing agency is the State Department of Health Services. In order to qualify to take the exam the following educational and training requirements must be met. 1) Completion of either a Bachelor of Science degree in Medical Technology or Bachelor of Arts degree with a major in Clinical Laboratory studies or a closely related field, plus one year of approved training in a clinical laboratory or; 2) Completion of 90 semester units or the equivalent quarter units including clinical laboratory or closely related courses plus 2 years of approved training in a clinical laboratory.

Technical Skills

- Knowledge of medical terminology
- Ability to operate precision laboratory equipment
- Ability to follow laboratory procedures
- Record keeping skills

Medical and Clinical Laboratory Technologists

10 Firms Responding Representing 52 Employees

- Ability to apply sterilization techniques
- Blood drawing skills
- Knowledge of chemistry
- Ability to use computer applications in research
- Ability to perform advanced mathematical computations
- Ability to write effectively
- Supervisory skills

Physical Skills

- Ability to sit continuously for 2 or more hours
- Possession of good color perception
- Manual dexterity
- Good vision
- Ability to concentrate for long periods of time

Personal or Other Skills

- Ability to work under pressure
- Willingness to work independently
- Willingness to work under close supervision
- Ability to pay close attention to detail

Basic Skills

- Oral communication skills
- Ability to write legibly

Computer Skills

- | | | |
|----------------------|----------|---|
| ▪ Word Processing | MS Word | 4 |
| ▪ Spreadsheet skills | MS Excel | 3 |
| ▪ Database | Access | 1 |
| ▪ Desktop Publishing | | 0 |
| ▪ Other | | 6 |

Computerized medical laboratory programs such as:
Inter Corp., etc.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult
(3.43 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult
(3.00 on a scale of 4.00).

Recruitment Methods

Of 10 responding employers: 9 employers fill vacant positions by placing an ad in the newspaper, 5 employers fill vacant positions through Internet job search sites and 4 employers fill positions through networking.

Annual Turnover

Employers responding to the survey report a 12.2% annual turnover rate.

Size of Occupation:

Small Range: 60-60

Gender:

38% Male 62% Female

Where The Jobs Are

The major employing industries include:

- Hospitals, and
- Medical and Dental Laboratories.

Projections

Annual Job Growth Rate (times the average):

0.0, remain stable.

Number of New Hires in the Last Year: 9

Promotions:	1
Employees Leaving:	5
New Positions:	3
Temporary:	0

Projected Job Openings Through 2008:

From Growth:	0 positions
From Separations:	10 positions
Total:	10 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 10 responding employers: 8 employers project that their employment in this occupation will remain stable, 2 project their employment in this occupation will grow and none of the responding employers project their employment in this occupation will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 10 responding employers: 9 promote from this occupation to other positions, (which may require additional education) such as:

- Lab Manager,
- Lab Supervisor and
- Clinical Microbiologist (with additional licensing).

Medical Assistants

OES Code: 660050 – SOC Code: 319092

Description: Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment rooms, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

Alternative Titles: Certified Medical Assistants, Back Office Medical Assistants, Clinical Assistants.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$8.00-\$10.00	\$ 8.45
New Hires, With Some Experience	\$8.00-\$12.00	\$10.00
Three Plus Years Of Experience With the Firm	\$9.21-\$14.00	\$12.00

Benefits	Employer Pays All	Shared Cost	Employee Pays All	Not Provided
Medical	62 %	38 %	0 %	0 %
Dental	31 %	19 %	6 %	44 %
Vision	37 %	19 %	0 %	44 %
Life Ins.	56 %	6 %	0 %	38 %
Sick Leave	88 %	0 %	0 %	12 %
Vacation	100 %	0 %	0 %	0 %
Retirement	75 %	13 %	6 %	6 %
Child Care	6 %	6 %	0 %	88 %

Other employee benefits that may be offered include: 401(k) retirement plan and cafeteria plan.

Union/Collective Bargaining

Yes. Of 16 responding employers: 1 employer reports that their employees in this occupation are union, representing 7% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Responding Employers	Hours Per Week
Full-Time (under 35 hrs.)	17%	32
Full-Time (35 hrs. or more)	68%	40
Part-Time	15%	24
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 16 responding employers: 12 employers require at least a high school diploma or the equivalent and none will accept less than a high school diploma. 4 employers require a two-year associate degree (A.A.) and none require a four-year bachelor degree (B.A. / B.S.) or graduate studies.

Training

Of 13 responding employers: 7 will accept an average of 12 months training in medical assisting to replace experience in the occupation and 6 will not accept training to replace experience. Of 16 responding employers: 7 require and 4 prefer an average of 12 months of technical or vocational training and 5 employers do not require technical or vocational training.

Experience

Of 16 responding employers: 10 require and 3 prefer an average of 16 months experience in the occupation and 3 do not require experience in the occupation. Of 11 responding employers: 4 will accept an average of 11 months of other occupational experience, as a front office assistant or Certified Nurse Assistant (CNA) to substitute for occupational experience and 7 will not accept any other occupational experience.

License/Certification

Medical Assistants are certified by passing an examination. The experience requirements include ten hours of training and ten performances of injections (intradermal, subcutaneous, and intramuscular), blood withdrawal and skin testing. The supervising physician or clinic representative is required to be on the premises and to have documentation for completion of training for the medical assistant. For further information concerning certification contact: the American Association of Medical Assistants at (800) 228-2262 or the American Medical Technologist Association at (800) 275-1268.

Technical Skills

- Ability to apply sterilization techniques
- Blood drawing skills
- Ability to administer injections

Medical Assistants

16 Firms Responding Representing 117 Employees

- Ability to administer an electro-cardiograph (EKG) test
- Telephone answering skills
- Ability to complete and explain medical insurance forms
- Ability to transcribe medical records and reports
- Ability to follow billing procedures
- Possession of a Medical Assistant Certificate
- Understanding of inventory techniques
- Ability to write effectively
- Ability to use word processing software
- Ability to type at least 45 wpm
- Knowledge of medical terminology

Physical Skills

- Physical stamina
- Ability to lift, stand, stoop and walk

Personal or Other Skills

- Ability to work independently
- Willingness to work under close supervision
- Ability to handle crisis situations

Basic Skills

- Oral communications skills
- Ability to write legibly
- Ability to read and follow directions
- Basic math skills

Computer Software Skills

- Word Processing MS Word/Office 4
- Spreadsheet skills Excel 0
- Database skills Access 1
- Desktop Publishing 0
- Other 11

Medical Manager, RN Rescue, Medisoft, and HealthPro.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.90 on a scale of 4.00)
- Inexperienced Applicants: Very Difficult (3.17 on a scale of 4.00)

Recruitment Methods

Of 16 responding employers: 15 fill vacant positions through newspaper ads, 14 fill vacant positions through referrals from current employees and 5 use the Internet.

Annual Turnover

Employers responding to the survey report a 33.3% annual turnover rate.

Size of Occupation:

Large Range: 210-240 employees

Gender:

8% Male 92% Female

Where The Jobs Are

The major employing industries include:

- Offices and clinics of medical doctors, and
- Offices and clinics of other health practitioners.

Projections

Annual Job Growth Rate (times the average):

1.02, average growth.

Number of New Hires in the Last Year: 49

Promotions:	1
Employees Leaving:	33
New Positions:	15
Temporary:	0

Projected Job Openings Through 2006:

From Growth:	30 positions
From Separations:	40 positions
Total:	70 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 8 project that their employment in this occupation will remain stable, 8 employers project that their employment in this occupation will grow and none project a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 8 promote from this occupation to other positions, such as:

- Clerical Clinical Coordinator,
- Medical Assistant Supervisor, and
- Licensed Vocational Nurse (LVN) with additional education and training.

Medical Records and Health Information Technicians

SOC Code: 292071 – OES Code: 329110

Description: Medical records and health information technicians compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards.

Alternative Titles: Medical Records Clerk, Medical File Clerk or Assistant.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$9.45	\$ 8.00
New Hires, With Some Experience	\$7.00-\$11.00	\$9.00
Three Plus Years Of Experience With the Firm	\$8.00-\$15.00	\$10.35

Benefits	Employer Pays All	Shared Cost	Employee Pays All	Not Provided
Medical	56 %	44 %	0 %	0 %
Dental	25 %	38 %	19 %	19 %
Vision	25 %	31 %	13 %	31 %
Life Ins.	31 %	31 %	19 %	19 %
Sick Leave	75 %	13 %	0 %	13 %
Vacation	75 %	19 %	0 %	6 %
Retirement	25 %	19 %	31 %	25 %
Child Care	0 %	6 %	6 %	88 %

Other employee benefits that may be offered include:
Employer pays for uniforms, benefits available after
32 hrs. /week.

Union/Collective Bargaining

No. Of 16 responding employers: none of the
employers reports that their employees in this
occupation are union.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Responding Employers	Hours Per Week
Full-Time (under 35 hrs.)	0%	0
Full-Time (35 hrs. or more)	88%	40
Part-Time	9%	19
Temporary/On-Call	3%	20
Seasonal	0%	0

A few employers schedule shifts around-the-clock.

Employer Requirements

Education

Of 16 responding employers: 13 employers require at least a high school diploma or the equivalent, but 2 will accept less than a high school diploma. Only 1 employer requires a two-year associate degree (A.A.) and none require a four-year bachelor degree (B.A. or B.S.) or graduate studies.

Training

Of 13 responding employers: 5 employers will accept an average of 7 months training to replace experience in the occupation and 8 will not accept training to replace experience. Of 16 responding employers: 5 require and 2 prefer an average of 15 months of technical or vocational training, while 9 employers do not require technical or vocational training.

Experience

Of 16 responding employers: 7 require and 6 prefer an average of 15 months experience in the occupation, while 3 employers do not require experience. Of 10 responding employers: 6 will accept an average of 10 months of experience in related fields, (clerical or office) to substitute for previous experience in the occupation, but 4 will not accept any other occupational experience.

License/Certification

Licensing is not required in this occupation, but certificates in important areas are available. Medical Record Coders can obtain a certificate through ROP programs, adult education or private schools. Accredited Record Technician (ART) certification can be obtained through the American Health Information Management Association (AHIMA). Graduation with an associate degree satisfies the requirements in order to take the exam. Medical department managers are required to obtain certification as well.

Technical Skills

- Analytical skills
- Knowledge of disease processes
- Knowledge of CPT-4 coding

Medical Records and Health Information Technicians

16 Firms Responding Representing 110 Employees

- Ability to transcribe medical records and reports
- Knowledge of DRGs
- Alpha and numeric filing skills
- Record keeping skills
- Knowledge of anatomy
- Knowledge of physiology
- ICD 9 & 10 coding skills
- Accredited Record Technician (ART) eligibility
- Ability to type at least 45 wpm
- Knowledge of medical terminology
- Ability to apply JCAH and Title 22 rules and regulations
- Accredited Record Technician (ART)
- Possession of a Coding certificate
- Ability to write effectively
- Understanding of Medicare rules and regulations

Personal or Other Skills

- Ability to work independently
- Ability to pay attention to detail
- Willingness to work under close supervision
- Ability to work under pressure

Basic Skills

- Basic math skills
- Ability to write legibly

Computer Software Skills

- | | |
|----------------------|----|
| ▪ Word Processing | 12 |
| ▪ Spreadsheet skills | 9 |
| ▪ Database skills | 7 |
| ▪ Desktop Publishing | 2 |
| ▪ Other | 11 |

Medical Manager, Medisoftware, and Med Practice.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.71 on a scale of 4.00)
- Inexperienced Applicants: Moderately Difficult (2.11 on a scale of 4.00)

Recruitment Methods

Of 16 responding employers: 11 fill vacant positions through placing newspaper ads or by employee referrals, and 7 fill vacant positions through in-house transfers and promotions.

Annual Turnover

Employers responding to the survey report a 13.3% annual turnover rate.

Size of Occupation:

Medium Range: 100-120 employees

Gender:

12% Male 88% Female

Where The Jobs Are

The major employing industries include:

- Hospitals, and,
- Offices and clinics of medical doctors.

Projections

Annual Job Growth Rate (times the average):

2.35, much faster than average growth.

Number of New Hires in the Last Year: 25

Promotions: 1

Employees Leaving: 12

New Positions: 12

Temporary: 0

Projected Job Openings Through 2008:

From Growth: 20 positions

From Separations: 20 positions

Total: 40 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 12 project that their employment in this occupation will remain stable, 4 employers project that their employment in this occupation will grow and none project a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 12 promote from this occupation to other positions, such as:

- Accredited Records Technician,
- Medical Records Manager, and
- Medical Record Administrator.

Nursing Aides, Orderlies, and Attendants

SOC Code: 311012 – OES Code: 660080

Description: Nursing aides, orderlies, and attendants provide basic patient care under direction of nursing staff. They perform duties, such as feeding, bathing, dressing, grooming, or moving patients, or changing linens.
Alternative Titles: Residential Assistants, Caregiver, and Certified Nursing Aide (CNA).

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$8.35	\$7.25
New Hires, With Some Experience	\$7.00-\$9.00	\$8.00
Three Plus Years Of Experience With the Firm	\$8.00-\$10.00	\$9.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	11 %	61 %	0 %	28 %
Dental	11 %	44 %	0 %	44 %
Vision	6 %	39 %	6 %	50 %
Life Ins.	17 %	33 %	6 %	44 %
Sick Leave	56 %	17 %	0 %	28 %
Vacation	83 %	6 %	0 %	11 %
Retirement	0 %	17 %	22 %	61 %
Child Care	0 %	0 %	6 %	94 %

Other employee benefits that may be offered include:
Family leave, vacation pay.

Union/Collective Bargaining

No. Of 18 responding employers: none report that their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	0%	0
Full-Time (35 hrs. or more)	78%	39
Part-Time	15%	26
Temporary/On-Call	7%	15
Seasonal	0%	0

Most employers schedule shifts around-the-clock.

Employer Requirements

Education

Of 18 responding employers: 14 employers require at least a high school diploma or the equivalent, while 4 employers will accept less than a high school diploma. None of the employers requires a two- or four-year degree.

Training

Of 16 responding employers: 11 employers will accept an average of 5 months of training to replace experience in the occupation, and 5 will not accept training to replace experience. Of 18 responding employers: 8 employers require and 3 employers prefer an average of 6 months vocational training prior to employment, while 7 do not require vocational training.

Experience

Of 18 responding employers: 6 employers require and 10 employers prefer an average of 8 months experience working as a caregiver, but 2 employers do not require previous experience. Of 13 responding employers: 4 employers will accept an average of 9 months experience in a related field to be substituted for previous experience and 9 will not accept experience in related fields.

License/Certification

Certification as a Nursing Assistant (C.N.A.) is obtained from the Department of Health Services. The requirements include: 1) Must be age 16 or older, 2) Provide verification of a health screening and TB skin test, 3) Undergo a criminal background check, 4) Complete a minimum of 150 hours of nurse assistant training in a department approved program, and 5) Pass the nurse assistant certification and competency exam. Continuing education is required, as the certification must be renewed every 2 years.

Technical Skills

- Ability to apply transferring techniques moving patients
- Possession of Nurses Aid Certification
- Ability to provide personal services to patients
- Record keeping skills
- Knowledge of orthopedic care
- Understanding of asepsis

Nursing Aides, Orderlies, and Attendants

18 Firms Responding Representing 538 Employees

- Ability to perform CPR
- Ability to apply dressings and compresses
- Knowledge of surgical preparation procedures
- Post surgical care skills
- Ability to administer emergency first aid

Personal or Other Skills

- Ability to work independently
- Willingness to work with close supervision
- Ability to handle crisis situations

Basic Skills

- Oral communication skills
- Ability to read and follow instructions
- Basic math skills
- Ability to follow oral instructions

Computer Software Skills

- | | |
|-------------------|---|
| ▪ Word Processing | 2 |
| ▪ Spreadsheet | 1 |
| ▪ Database | 0 |
| ▪ Desktop Pub. | 0 |
| ▪ Other | 1 |

Basic keyboard skills are helpful.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.67 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.92 on a scale of 4.00).

Recruitment Methods

Of 18 responding employers: 14 employers hire new employees based on the response to newspaper ads, 11 hire new employees based on current employees' referrals, and 9 hire by accepting walk-in applicants.

Annual Turnover Rate

Employers responding to the survey report a 55.2% annual turnover rate.

Size of Occupation:

Very Large Range: 790-830 employees

Gender:

10% Male 90% Female

Where The Jobs Are

The major employing industries include:

- Nursing and personal care facilities, and
- Hospitals.

Projections

Annual Job Growth Rate (times the average):

0.60, slower than average.

Number of New Hires in the Last Year: 335

Promotions: 12

Employees Leaving: 263

New Positions: 40

Temporary: 20

Projected Job Openings Through 2008:

From Growth: 40 positions

From Separations: 70 positions

Total: 110 positions

Employer Projected Occupation Growth (Over the next 2 years):

Of 18 responding employers: 12 employers project their employment in this occupation will remain stable, 5 projects growth in this occupation and 1 projects that their employment will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 18 responding employers: 15 promote from this occupation to other positions (some of which require additional education), such as:

- Certified Nursing Assistant (C.N.A.),
- Floor Supervisor,
- Licensed Vocational Nurse (LVN), and
- Registered Nurse.

Office Clerks, General

SOC Code: 439061 – OES Code: 553470

Description: Office Clerks, General perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring limited knowledge of office management systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing, or word processing, stenography, office machine operation, and filing.
Alternative Titles: Administrative Assistant, Office Clerk/Bookkeeping, Receptionist/Clerk.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$8.00	\$7.98
New Hires, With Some Experience	\$6.75-\$11.00	\$9.00
Three Plus Years Of Experience With the Firm	\$7.00-\$15.00	\$11.50

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	50 %	38 %	0 %	13 %
Dental	25 %	25 %	0 %	50 %
Vision	13 %	19 %	0 %	69 %
Life Ins.	25 %	13 %	0 %	63 %
Sick Leave	63 %	0 %	0 %	38 %
Vacation	69 %	6 %	0 %	25 %
Retirement	38 %	13 %	6 %	44 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: AFLAC, 401(k) retirement plans, Long-term disability insurance.

Union/Collective Bargaining

Yes. Of 17 responding employers: 1 employer reports that their employees in this occupation are unionized, representing 6% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	4%	32
Full-Time (35 hrs. or more)	72%	39
Part-Time	22%	21
Temporary/On-Call	2%	20
Seasonal	0%	0

Employer Requirements

Education

Of 17 responding employers: 15 employers require at least a high school diploma or the equivalent, 1 employer will accept less than a high school diploma, none of the employers requires a two-year associate degree, 1 employer requires a four-year degree and none require graduate studies.

Training

Of 17 responding employers: 5 employers will accept an average of 7 months training to replace experience in the occupation and 12 employers will not accept training to replace experience. Of 17 responding employers: 2 employers require and 3 employers prefer an average of 15 months of vocational training, while 12 employers do not require vocational training prior to employment.

Experience

Of 17 responding employers: 14 employers require and 3 employers prefer employees to have an average of 24 months experience. None of the responding employers will hire an applicant who lacks experience in the occupation. Of 15 responding employers: 8 employers will accept an average of 18 months experience in related fields (retail sales, business or accounting) to replace experience in the occupation, but 7 will not accept any other occupational experience.

License/Certification

None.

Technical Skills

- Ability to write effectively
- Ability to operate a transcribing machine
- Ability to type at least 45 wpm
- Telephone answering skills
- English grammar, spelling, and punctuation skills
- Ability to operate 10-key adding machine by touch
- Word processing skills
- Record keeping skills

Office Clerks, General

17 Firms Responding Representing 53 Employees

Personal or Other Skills

- Public contact skills
- Willingness to work with close supervision
- Ability to work independently
- Ability to perform routine, repetitive work

Basic Skills

- Basic math skills
- Oral communication skills
- Ability to read and follow directions
- Able to write legibly

Computer Software Skills

- | | |
|-------------------|----|
| ▪ Word Processing | 15 |
| ▪ Spreadsheet | 15 |
| ▪ Database | 4 |
| ▪ Desktop Pub. | 4 |
| ▪ Other | 3 |
- Bookkeeping programs, MAS 90, patient database.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.86 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).

Recruitment Methods

Of 17 responding employers: 9 employers fill vacant positions through in-house promotions and transfers or through responses to newspaper ads, 6 employers hire employees by networking and 5 employers hire using either private employment agencies and/or through the EDD or PIC.

Annual Turnover

Employers responding to the survey report a 24.5% annual turnover rate.

Size of Occupation:

Very Large Range: 1690-1840 employees

Gender:

2% Male 98% Female

Where The Jobs Are

The major employing industries include:

- Elementary and secondary schools,
- Local government, excluding hospitals and education facilities,
- Personnel supply services, and
- New and used car dealers.

Projections

Annual Job Growth Rate (times the average):

1.05, average.

Number of New Hires in the Last Year: 13

Promotions: 0

Employees Leaving: 13

New Positions: 0

Temporary: 0

Projected Job Openings Through 2008:

From Growth: 150 positions

From Separations: 240 positions

Total: 390 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 16 employers project their employment in this occupation will remain stable, 1 employer projects that their employment in this occupation will grow and none of the employers projects that their employment in this occupation will decline.

Other Information

Promotional Opportunities

Of 17 responding employers: 8 promote from this occupation to other positions, such as:

- Office Manager,
- Secretary, and
- Payroll Administrator.

Paralegal Personnel

OES Code: 283050 – SOC Code: 232011

Description: Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and/or legal documents as a career professional, usually having either a four-year college degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or to initiate legal action.

Alternative Titles: Legal Document Assistant, Legal Secretary, Paralegal.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$7.00 - \$9.52	\$ 8.26
New Hires, With Some Experience	\$8.00 - \$20.00	\$11.99
Three Plus Years Of Experience With the Firm	\$9.00 - \$25.00	\$14.38

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	47 %	12 %	0 %	29 %
Dental	35 %	0 %	0 %	53 %
Vision	18 %	0 %	0 %	71 %
Life Ins.	18 %	0 %	0 %	71 %
Sick Leave	59 %	0 %	0 %	29 %
Vacation	65 %	0 %	0 %	24 %
Retirement	35 %	18 %	0 %	35 %
Child Care	0 %	0 %	6 %	82 %

Union/Collective Bargaining

No. Of 17 responding employers: none report that their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	89%	39
Part-Time	11%	26
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 17 responding employers: 8 employers require at least a high school diploma or the equivalent, 8 employers require a two-year Associate Degree and 1 employer requires a four-year Bachelor Degree.

Training

Of 16 responding employers: 6 employers will accept an average of 20 months training to replace experience and 10 employers do not accept training to replace experience. Of 17 responding employers: 11 employers require and 4 employers prefer an average of 20 months of training as a paralegal, legal assistant or legal document assistant, but only 2 employers do not require vocational training.

Experience

Of 17 responding employers: 11 employers require and 5 employers prefer an average of 17 months experience in this occupation, but 1 does not require occupational experience. Of 15 responding employers: 6 employers will accept an average of 22 months experience as a legal assistant or legal secretary to substitute for previous experience, but 9 employers will not accept other unrelated occupational experience.

License/Certification

There is no licensing requirement if the legal document assistant works for a member of the State Bar. If the Paralegal is working independently, and they are providing those same services, then they must register as a Legal Document Assistant as per Business and Professional Code Section 6401.6.

Technical Skills

- Ability to manage multiple priorities
- Ability to read and comprehend information quickly
- Ability to prepare legal documents and exhibits
- Ability to maintain files and correspondence
- Ability to file pleadings
- Working knowledge of legal terminology
- Ability to conduct research on the Internet
- Ability to interview others for information

Paralegal Personnel

17 Firms Responding Representing 38 Employees

- Ability to research appropriate laws, judicial decisions and legal articles
- Ability to draft documents such as contracts, mortgages, wills and trusts
- Specialization in one type or area of law
- Ability to use computer applications in research
- Ability to prepare legal opinions of memoranda

Physical Skills

- Ability to sit for long periods of time

Personal or Other Skills

- Ability to work under pressure
- Ability to work independently
- Ability to work as part of a team

Basic Skills

- Ability to read and follow directions
- Ability to write effectively
- Basic math skills

Computer Skills

- | | | |
|----------------------|-----------------------|----|
| ▪ Word Processing | Word Perfect, MS Word | 17 |
| ▪ Spreadsheet skills | MS Excel | 6 |
| ▪ Database | Access | 7 |
| ▪ Desktop Publishing | | 0 |
| ▪ Other | | 5 |

Programs used by legal offices such as: Westlaw, Judicial Council Forms, Westgroup and Lexis.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.82 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).

Recruitment Methods

Of 17 responding employers: 11 employers fill positions through ads placed in the newspaper, 6 recruit recent graduates of Colleges and Universities or fill positions with current employees' referrals and 5 hire new employees through in-house promotions, transfers or through the Employment Development Department.

Annual Turnover

Employers responding to the survey report a 0 % annual turnover rate.

Size of Occupation:

Medium Range: 80-110 employees

Gender:

11% Male 89% Female

Where The Jobs Are

The major employing industries include:

- Legal Services,
- Federal Government, and
- State Government.

Projections

Annual Job Growth Rate (times the average):

2.68, much faster than average.

Number of New Hires in the Last Year: 3

Promotions: 0

Employees Leaving: 0

New Positions: 3

Temporary: 0

Projected Job Openings Through 2006:

From Growth: 30 positions

From Separations: 10 positions

Total: 40 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 15 employers project their employment in this occupation will remain stable, 2 employers project their employment in this occupation will grow and none of the responding employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 17 responding employers: 3 promote from this occupation to other positions, such as:

- Office Manager.
(Advancement in this field requires additional education.)

Personnel, Training, and Labor Relations Managers

OES Code: 130050 – SOC Code: 113040

Description: Personnel, Training, and Labor Relations Managers plan, organize, direct, control, or coordinate the personnel, training or labor relations activities of an organization. Their work involves establishing employer-relations policies; directing the selection, training, and evaluation of employees; administering benefits, safety, and recreation programs; developing wage and salary schedules; coordinating bargaining activities; and advising on labor contract administration.

Alternative Titles: Human Resource Manager/ Director, Human Resource Administrator/Analyst or Personnel Manager/Supervisor.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$10.36-\$22.60	\$16.53
Three Plus Years Of Experience With the Firm	\$10.36-\$35.96	\$18.50

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	67 %	33 %	0 %	0 %
Dental	60 %	20 %	7 %	13 %
Vision	47 %	20 %	7 %	27 %
Life Ins.	87 %	0 %	13 %	0 %
Sick Leave	93 %	0 %	0 %	7 %
Vacation	100 %	0 %	0 %	0 %
Retirement	47 %	33 %	7 %	13 %
Child Care	0 %	0 %	7 %	93 %

Other employee benefits: 401(k) retirement plans, tax-sheltered annuity plans and profit sharing.

Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	100%	40
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 3 employers require at least a high school diploma or the equivalent, 7 employers require a two-year Associate Degree, and 5 employers require a four-year Bachelor Degree in the area of business, financial accounting, human resources or public relations.

Training

Of 15 responding employers: 5 will accept an average of 20 months training to replace occupational experience, but 10 will not accept training to replace occupational experience. Of 15 responding employers: 3 employers require and 2 employers prefer an average of 26 months of technical or vocational training prior to employment, but 10 will not accept vocational training to replace occupational experience.

Experience

Of 15 responding employers: 11 employers require and 4 employers prefer an average of 29 months experience in the occupation, but 4 employers do not require experience in the occupation. Of 14 responding employers: 7 employers will accept an average of 27 months of experience in related positions such as: accounting manager, financial manager or supervisor, but 8 employers will not accept experience in an unrelated occupation.

License/Certification

None.

Technical Skills

- Business math
- Ability to write job specifications
- Ability to manage an activity or department
- Ability to plan and organize the work of others
- Ability to conduct performance appraisals
- Negotiation
- Understanding labor relations practices
- Understanding of the collective bargaining process

Personnel, Training, and Labor Relations Managers

15 Firms Responding Representing 35 Employees

- Ability to explain and follow grievance procedures
- Personnel interviewing
- Understanding of employee benefit programs
- Knowledge of personnel classification procedures
- Ability to hire and assign personnel
- Personnel recruiting
- Ability to write effectively

Personal or Other Skills

- Leadership skills
- Ability to motivate others
- Willingness to work nights, weekends and holidays
- Willingness to travel
- Ability to work independently
- Ability to work under pressure

Basic Skills

- Oral communication skills

Computer Skills

- | | | |
|----------------------|----------|----|
| ▪ Word Processing | MS Word | 13 |
| ▪ Spreadsheet skills | MS Excel | 12 |
| ▪ Database | Access | 8 |
| ▪ Desktop Publishing | | 0 |
| ▪ Other | | 3 |

Internet skills.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.09 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 13 employers fill positions through responses from newspaper ads, 9 fill positions based on current employees' referrals, 6 fill this position through in-house promotions or transfers.

Annual Turnover

Employers responding to the survey report an 8.6% annual turnover rate.

Size of Occupation:

Small Range: 70-80 employees

Gender:

77% Female 23% Male

Where The Jobs Are

The major employing industries include:

- Labor organizations
- Hospitals
- Legal services
- Nursing and personal care facilities
- Department stores

Projections

Annual Job Growth Rate (times the average):

1.02, average.

Number of New Hires in the Last Year: 3

Promotions: 0

Employees Leaving: 3

New Positions: 0

Temporary: 0

Projected Job Openings Through 2006:

From Growth: 10 positions

From Separations: 10 positions

Total: 20 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 11 employers project their employment in this occupation will remain stable, 4 employers project their employment in this occupation will grow and none of the responding employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 8 promote from this occupation to other positions, such as:

- Branch Manager,
- Chief Operations Officer
- Director, or
- Supervisor.

Physical Therapists

OES Code: 323080 – SOC Code: 291123

Description: Physical Therapists apply techniques and treatments that help relieve pain, increase the patient's strength, and decreases or prevents deformity and crippling.

Alternative Titles: None.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$20.00-\$23.00	\$20.14
New Hires, With Some Experience	\$20.00-\$49.00	\$25.00
Three Plus Years Of Experience With the Firm	\$23.32-\$49.00	\$30.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	21 %	50 %	0 %	0 %
Dental	0 %	36 %	7 %	29 %
Vision	0 %	36 %	7 %	29 %
Life Ins.	7 %	29 %	7 %	29 %
Sick Leave	57 %	14 %	0 %	0 %
Vacation	57 %	7 %	0 %	7 %
Retirement	21 %	29 %	7 %	14 %
Child Care	0 %	0 %	0 %	71 %

Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees <u>Surveyed</u>	Hours <u>Per Week</u>
Full-Time	52%	40
Part-Time	15%	24
Temporary/On-Call	33%	22
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 6 employers require a two-year Associate Degree, 7 employers require a four-year Bachelor Degree and 2 employers require graduate study in Physical Therapy.

Training

Of 14 responding employers: 2 employers will accept training to replace experience in the occupation, while 12 will not accept training to replace occupational experience. Of 15 responding employers: 9 employers require and 1 employer prefers an average of 28 months of physical therapist training, but 5 employers do not require vocational training.

Experience

Of 15 responding employers: 11 employers require and 3 employers prefer an average of 18 months experience in this occupation, but 2 do not require experience. Of 14 responding employers: 1 will accept an average of 24 months experience as a Physical Therapy Assistant or Aid to replace previous experience, while 13 employers do not accept experience in any other occupation.

License/Certification

Yes. Physical Therapists are required to obtain a license from the Physical Therapy Board of California. Graduation from a board-approved school and passing a written exam is required. A fingerprint/background check is also required. Private practice physical therapy requires certification in order to perform outpatient Medicare services.

Technical Skills

- Knowledge of geriatrics
- Knowledge of pediatrics
- Knowledge of sports medicine
- Knowledge of cardiac rehabilitation
- Ability to provide safe and effective therapy treatments
- Problem solving skills
- Possession of mechanical aptitude

Physical Skills

- Manual dexterity
- Ability to safely move patients

Personal or Other Skills

- Ability to work as a team member

Physical Therapists

15 Firms Responding Representing 86 Employees

Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math
- Oral communications skills

Computer Skills

- | | | |
|----------------------|---------|---|
| ▪ Word Processing | MS Word | 4 |
| ▪ Spreadsheet skills | | 0 |
| ▪ Database | | 0 |
| ▪ Desktop Publishing | | 0 |
| ▪ Other | | 4 |

Specially designed software for the Physical Therapy profession.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.18 on a scale of 4.00).
- Inexperienced Applicants: Not Difficult (1.25 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 11 fill vacant positions through current employees' referrals, 10 employers fill positions through newspaper ads and 5 recruit new employees based on school or program referrals.

Annual Turnover

Employers responding to the survey report a 22.9% annual turnover rate.

Size of Occupation:

Medium Range: 120-130 employees

Gender:

42% Male 58% Female

Where The Jobs Are

The major employing industries include:

- Hospitals,
- Offices of Health Practitioners,
- Skilled Nursing Facilities, and
- Home Health Care Services.

Projections

Annual Job Growth Rate (times the average):

0.59, slower than average.

Number of New Hires in the Last Year: 23

Promotions:	0
Employees Leaving:	19
New Positions:	3
Temporary:	1

Projected Job Openings Through 2006:

From Growth:	10 positions
From Separations:	10 positions
Total:	20 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 10 responding employers project that their employment in this occupation will remain stable, 5 employers project their employment in this occupation will grow and none of the responding employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 5 promote from this occupation to other positions, such as:

- Team Leader,
- Facility Manager, and
- Supervisor.

Police and Sheriff's Patrol Officers

SOC Code: 333051 – OES Code: 630140

Description: Police and Sheriff's Patrol Officers maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district. They perform a combination of the following duties: patrol a specific area on foot or in a vehicle; direct traffic; issue traffic summonses; investigate accidents; apprehend and arrest suspects, or serve legal process of courts.

Alternative Titles: Deputy Sheriff, Officer.

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$15.76-\$17.34	\$16.07
New Hires, With Some Experience	\$16.07-\$21.74	\$19.31
Three Plus Years Of Experience With the Firm	\$17.75-\$22.83	\$20.73

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	50 %	50 %	0 %	0 %
Dental	50 %	50 %	0 %	0 %
Vision	75 %	25 %	0 %	0 %
Life Ins.	100 %	0 %	0 %	0 %
Sick Leave	100 %	0 %	0 %	0 %
Vacation	100 %	0 %	0 %	0 %
Retirement	75 %	25 %	0 %	0 %
Child Care	0 %	0 %	25 %	75 %

Union/Collective Bargaining

Yes. Of 4 responding employers: 4 report that the employees in this occupation are unionized, representing 100% of the workforce in this occupation.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	100 %	40
Part-Time	0 %	0
Temporary/On-Call	0 %	0
Seasonal	0 %	0

Most employers schedule shifts around-the-clock.

Employer Requirements

Education

Of 4 responding employers: 4 employers require a high school diploma or the equivalent, and none will accept less than a high school diploma. None require either a two- or four-year degree or graduate studies. However, all employers require graduation from the Peace Officers Standards and Training (POST) academy.

Training

Of 3 responding employers: None will accept training to replace experience. Of 4 responding employers: all employers require an average of 7 months of training (POST academy) prior to employment.

Experience

Of 4 responding employers: 1 employer requires and 2 employers prefer an average of 12 months experience in this occupation, while 1 employer states that they do not require occupational experience. Of 3 responding employers: 1 employer will accept an average of 12 months experience in related fields (especially the military) to replace occupational experience, however 2 employers do not accept any other occupational experience.

Qualifications/Certification

Qualification for entry into this occupation is stringent. Basic civil service regulations guide the appointment of police and sheriff officers; therefore candidates must be U.S. citizens, at least 20 years of age and must meet rigorous physical and personal and psychological qualifications. A thorough physical exam is given. Performance on competitive written exams, education and experience play a large role in an appointment or hire. Integrity, honesty, good judgment and a sense of responsibility is especially important. The ability to pass a thorough background investigation is required.

Technical Skills

- Analytical skills
- Ability to administer emergency first aid
- Firearms Qualification Card
- Ability to write effectively

Police and Sheriff's Patrol Officers

4 Firms Responding Representing 257 Employees

- Ability to understand foreign accents
- Understanding a variety of cultures
- Verbal presentation skills

Physical Skills

- Ability to pass a physical performance test
- Ability to pass a pre-employment medical examination

Personal or Other Skills

- Ability to pass a psychological interview
- Ability to read and comprehend information quickly
- Public contact skills
- Ability to work independently
- Willingness to work with close supervision
- Possession of a clean police record

Basic Skills

- Ability to follow oral instructions
- Basic math skills
- Oral Communication skills
- Ability to write legibly

Computer Skills

- Word Processing 3
- Spreadsheet skills 1
- Database 2
- Desktop Publishing 1
- Other 2

Ability to use specialized computer programs.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.33 on a scale of 4.00).

Recruitment Methods

Of 4 responding employers: 3 employers fill vacant positions by sending vacancy announcements to similar agencies in the state, 2 employers place ads in the newspaper and 2 use internet websites specific to the occupation to fill vacant positions.

Annual Turnover

Employers responding to the survey report a 12.2 % annual turnover rate.

Size of Occupation:

Large Range: 280-310 employees

Gender:

87% Male 13% Female

Where The Jobs Are

The major employing industries include:

- Local government, except Hospital & Education, and
- State government, except Hospital & Education

Projections

Annual Job Growth Rate (times the average):

1.26, faster than average.

Number of New Hires in the Last Year: 33

Promotions: 17

Employees Leaving: 14

New Positions: 2

Temporary: 0

Projected Job Openings Through 2008:

From Growth: 30 positions

From Separations: 40 positions

Total: 70 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 4 responding employers: 3 employers project their employment in this occupation will remain stable, none of the employers projects growth in the occupation and 1 employer projects a decline in the occupation over the next 24 months.

Other Information

Promotional Opportunities

Of 4 responding employers: 4 employers promote from this occupation to other positions, such as:

- Police Corporal, and
- Police Sergeant.

Preschool Teachers, Except Special Education

SOC Code: 252011 – OES Code: 313030

Description: Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

Alternative Titles: Associate Teachers, Pre-K Teachers, Teachers.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$9.16	\$ 8.13
New Hires, With Some Experience	\$6.75-\$12.19	\$ 8.00
Three Plus Years Of Experience With the Firm	\$7.00-\$13.50	\$ 9.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	21 %	43 %	7 %	29 %
Dental	14 %	29 %	14 %	43 %
Vision	21 %	14 %	7 %	57 %
Life Ins.	29 %	0 %	7 %	64 %
Sick Leave	36 %	7 %	0 %	57 %
Vacation	57 %	0 %	7 %	36 %
Retirement	21 %	7 %	0 %	71 %
Child Care	36 %	29 %	7 %	29 %

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	17 %	17 %	8 %	58 %
Dental	17 %	17 %	8 %	58 %
Vision	17 %	17 %	8 %	58 %
Life Ins.	17 %	8 %	0 %	75 %
Sick Leave	33 %	17 %	0 %	50 %
Vacation	25 %	0 %	8 %	67 %
Retirement	8 %	8 %	17 %	67 %
Child Care	33 %	17 %	8 %	42 %

Other employee benefits that may be offered include: Health coverage for employees who work 20-25 hrs. per week, and holiday pay.

Union/Collective Bargaining

Yes. Of 17 responding employers: 2 employers report that their employees in this occupation are unionized, representing 12% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	69 %	37
Part-Time	21 %	21
Temporary/On-Call	9 %	11
Seasonal	1 %	35

Employer Requirements

Education

Of 17 responding employers: 12 employers require at least a high school diploma or the equivalent, none of the employers will accept less than a high school diploma, 4 employers require a two-year associate degree and 1 employer requires a four-year bachelor degree.

Training

Of 15 responding employers: 5 employers will accept an average of 8 months of training to replace previous experience in the occupation, while 10 employers do not accept training to replace experience. Of 17 responding employers: 14 employers require and 2 prefer an average of 14 months of vocational or occupational training, but 1 employer does not require vocational training.

Experience

Of 17 responding employers: 9 employers require and 6 employers prefer an average of 9 months experience in this occupation, while 2 employers do not require occupational experience. Of 15 responding employers: 3 employers will accept an average of 14 months experience in related fields (teaching background, home day care) to replace experience as a Preschool Teacher, but 12 will not accept any other experience.

License/Certification

Yes. If employed by a private day care center, teachers and staff are licensed by the California Department of Social Services. In order to qualify, you must be at least 18 years of age, and either satisfactorily complete 12 units in Early Childhood Education (ECE), plus 6 months of work experience in a licensed day care center or possess a current valid Child Development Associate (CDA) plus 6 months of on-the-job training and/or work experience. If employed by a public school, you must obtain one of three types of instructional permits, which are available through the Commission on Teacher Credentialing. First-time applicants must pass a written exam and undergo a fingerprint clearance process.

Technical Skills

- Ability to operate audiovisual equipment
- Oral reading skills

Preschool Teachers, Except Special Education

17 Firms Responding Representing 187 Employees

- Artistic skills
- Musical skills
- Record keeping skills
- Ability to administer emergency first aid
- Problem solving skills
- Ability to write effectively
- Ability to apply principals of recreation
- Classroom management skills
- Ability to work with groups of children

Personal or Other Skills

- Ability to work independently
- Ability to work under close supervision
- Understand a variety of cultures
- Ability to exercise patience
- Ability to work under pressure
- Possession of a clean police record

Basic Skills

- Able to write legibly
- Ability to read and follow instructions
- Basic math skills

Computer Skills

- Word Processing 6
- Spreadsheet 3
- Database 0
- Desktop Publishing 1
- Other 3

Ability to use GradeQuick programs and PowerPoint.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.56 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4.00).

Recruitment Methods

Of 17 responding employers: 12 employers fill vacant positions by placing newspaper ads, 7 employers hire through school and program referrals, and 6 employers fill vacancies through in-house promotions or transfers from other schools or districts.

Annual Turnover

Employers responding to the survey report a 12.4% annual turnover rate.

Size of Occupation:

Medium Range: 190-180 employees

Gender:

3% Male 97% Female

Where The Jobs Are

The major employing industries include:

- Child day care services, and
- Elementary and secondary schools.

Projections

Annual Job Growth Rate (times the average):

-0.62, slow decline.

Number of New Hires in the Last Year: 30

Promotions:	6
Employees Leaving:	17
New Positions:	2
Temporary:	5

Projected Job Openings Through 2008:

From Growth:	0 positions
From Separations:	10 positions
Total:	10 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 12 employers project their employment in this occupation will remain stable, 5 project their employment in this occupation will grow and none of the responding employers expects a decline in their employment over the next 24 months.

Other Information

Promotional Opportunities

Of 17 responding employers: 14 promote from this occupation to other positions, such as:

- Head Teacher,
- Assistant Preschool Director (additional education may be needed), and
- Preschool Director.

Receptionists and Information Clerks

OES Code: 553050 – SOC Code: 434171

Description: Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. This description does not include Receptionists who primarily operate switchboards.

Alternative Titles: Clerk, Office Assistants, Administrative Assistants.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$ 8.92	\$8.00
New Hires, With Some Experience	\$7.00-\$11.14	\$8.75
Three Plus Years Of Experience With the Firm	\$7.48-\$13.00	\$10.56

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	44 %	44 %	0 %	0 %
Dental	25 %	38 %	0 %	25 %
Vision	13 %	31 %	0 %	44 %
Life Ins.	38 %	31 %	6 %	13 %
Sick Leave	63 %	6 %	0 %	19 %
Vacation	88 %	0 %	0 %	0 %
Retirement	50 %	31 %	0 %	6 %
Child Care	6 %	0 %	6 %	75 %

Other employee benefits that may be offered include: Cafeteria benefits plan and full-time benefits for 32+ hours per week.

Union/Collective Bargaining

Yes. Of 16 responding employers: 1 employer reports that their employees in this occupation are unionized, representing 1% of the workforce.

Time Base/ Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees	Weekly Hours
Full-Time	94%	40
Part-Time	5%	31
Temporary/On-Call	1%	10
Seasonal	0%	0

Employer Requirements

Education

Of 16 responding employers: 15 employers require at the least a high school diploma or the equivalent and 1 will accept less than a high school diploma. None of the employers requires a one-year associate degree (A.A.), a two-year bachelor degree (B.A./B.S.) or graduate studies.

Training

Of 14 responding employers: 5 employers will accept an average of 10 months of training to replace experience in the occupation and 9 will not accept training to replace experience. Of 16 responding employers: 4 require and 3 prefer an average of 11 months of technical or vocational training in computer, clerical and customer relations skills, while 9 employers do not require technical or vocational training.

Experience

Of 16 responding employers: 6 require and 8 prefer employees to have an average of 17 months experience in the occupation, but 2 employers do not require experience in the occupation. Of 14 responding employers: 10 will accept an average of 14 months experience in related fields such as: sales or customer service to substitute for previous experience in the occupation, while 4 employers will not accept any other training.

License/Certification

None.

Technical Skills

- Telephone answering skills
- Ability to write effectively
- Ability to type at least 45 wpm
- Knowledge of alphabetic and numeric filing systems
- Bookkeeping skills
- Ability to operate a multi-line phone system
- Ability to use word processing software
- Professional and friendly image
- Processing incoming and outgoing mail
- Ability to perform multiple tasks as needed

Receptionists and Information Clerks

16 Firms Responding Representing 101 Employees

Physical Skills

- Ability to sit for long periods of time
- Ability to bend, stoop, lift, stand and walk

Personal or Other Skills

- Customer service skills
- Ability to deal with the public
- Ability to work independently
- Ability to work under pressure

Basic Skills

- Ability to write legibly
- Ability to read and follow directions
- Oral communication skills
- Basic math skills

Computer Software Skills

- | | | |
|----------------------|--------------|----|
| ▪ Word Processing | MS Word | 12 |
| ▪ Spreadsheet skills | Excel | 10 |
| ▪ Database skills | Access | 5 |
| ▪ Desktop Publishing | Desktop Pub. | 2 |
| ▪ Other | | 8 |

Medical management; Medisoft, Vari-Pro, Mortgage program.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.33 on a scale of 4.00)
- Inexperienced Applicants: Moderately Difficult (2.64 on a scale of 4.00)

Recruitment Methods

Of 16 responding employers, 12 employers find employees with a combination of employee referrals and newspaper ads and 6 employers use the Internet.

Annual Turnover

Employers responding to the survey report a 25.0% annual turnover rate.

Size of Occupation:

Very Large Range: 750-820 employees

Gender:

2% Male 98% Female

Where The Jobs Are

The major employing industries include:

- Offices and Clinics of Medical Doctors,
- Personnel Supply Services,
- Real Estate Agents and Managers.
- Offices and Clinics of Dentists,
- Hospitals, and
- Legal Services.

Projections

Annual Job Growth Rate (times the average):

0.66, slower than average.

Number of New Hires in the Last Year: 27

Promotions:	12
Employees Leaving:	13
New Positions:	1
Temporary:	1

Projected Job Openings Through 2006:

From Growth:	70 positions
From Separations:	110 positions
Total:	180 positions

Employer Projected Occupation Growth (Over the next 24 months):

16 employers responded to this question. 14 employers project that their employment in this occupation will remain stable, 2 employers project their employment in this occupation will grow and none of the employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 13 promote from this occupation to other positions, such as:

- Secretary,
- Senior Office Assistant, and
- Office Manager.

Registered Nurses

OES Code: 325020 – SOC Code: 291111

Description: Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors and Teachers.

Alternative Titles: R.N., Nurse, Staff Registered Nurse, Public Health Nurse, Operating or Recovery Room Nurse.

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$18.34-\$18.34	\$18.34
New Hires, With Some Experience	\$18.07-\$21.00	\$18.88
Three Plus Years Of Experience With the Firm	\$21.09-\$23.72	\$21.96

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$17.00-\$17.75	\$17.38
New Hires, With Some Experience	\$14.35-\$24.50	\$18.36
Three Plus Years Of Experience With the Firm	\$16.13-\$27.34	\$20.41

Benefits Full-Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	67 %	0 %	7 %
Dental	20 %	60 %	13 %	7 %
Vision	27 %	40 %	20 %	13 %
Life Ins.	33 %	40 %	13 %	13 %
Sick Leave	73 %	13 %	0 %	13 %
Vacation	73 %	20 %	0 %	7 %
Retirement	20 %	33 %	27 %	20 %
Child Care	0 %	0 %	7 %	93 %

Other employee benefits: Paid holidays and cafeteria plan insurance package.

Union/Collective Bargaining

Yes. Of 15 responding employers: 3 report that their employees in this occupation are unionized, which represents 85% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	57%	37
Part-Time	23%	28
Temporary/On-Call	19%	19
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 1 employer requires at least a high school diploma or the equivalent and none of the employers will accept less than a high school diploma, 13 require a two-year Associate Degree and 1 requires a two-year Bachelor Degree.

Training

Of 15 responding employers: 5 employers will accept an average of 26 months of training to replace experience, but 10 employers will not accept training to replace experience. Of 15 responding employers: 7 employers require an average of 27 months of nursing training, but 8 employers do not require vocational training.

Experience

Of 15 responding employers: 11 employers require and 4 employers prefer an average of 19 months experience in this occupation. Of 15 responding employers: 1 employer will accept an average of 24 months experience in related fields such as: Licensed Vocational Nurses and certified Nursing Assistant to substitute for previous experience, but 14 employers will not accept any other occupation experience.

License/Certification

Yes. In order to practice in California, licensing is required and may be obtained from the State Board of Registered Nursing. Requirements include: the satisfactory completion of a board-approved nursing program, passing the state board examination and background check through fingerprinting.

Registered Nurses

15 Firms Responding Representing 1008 Employees

Technical Skills

- Ability to explain insurance forms
- Ability to plan and organize the work of others
- Ability to monitor and provide personal services to patients
- Ability to administer electro-cardiograph (EKG) test
- Record keeping skills
- Intensive care treatment skills
- Ability to apply transferring techniques moving patients
- Ability to write effectively
- Keeping apprised of new and effective drugs in use

Physical Skills

- Ability to walk and stand for long shifts.

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure
- Public content

Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math skills
- Oral communication skills

Computer Skills

- | | | |
|----------------------|-----------------------|---|
| ▪ Word Processing | Word Perfect, MS Word | 9 |
| ▪ Spreadsheet skills | MS Excel | 5 |
| ▪ Database | Access | 4 |
| ▪ Desktop Publishing | | 0 |
| ▪ Other | | 0 |

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.45 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.50 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 14 employers hire based on newspaper ads, 7 employers recruit recent graduates of Colleges and Universities, and 6 employers hire new employees based on ads on the Internet and current employees' referrals.

Annual Turnover

Employers responding to the survey report a 12.3% annual turnover rate.

Size of Occupation:

Very Large Range: 1190 – 1280 employees

Gender:

19% Male 81% Female

Where The Jobs Are

The major employing industries include:

- Hospitals, and
- Offices and Clinics of Doctors of Medicine.

Projections

Annual Job Growth Rate (times the average):

0.54, slower than average.

Number of New Hires in the Last Year: 202

Promotions:	1
Employees Leaving:	117
New Positions:	47
Temporary:	37

Projected Job Openings Through 2006:

From Growth:	90 positions
From Separations:	140 positions
Total:	230 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 8 employers project their employment in this occupation will remain stable, 7 project that their employment in this occupation will grow and none of the responding employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 11 employers promote from this occupation to other positions, such as:

- Head Nurse,
- Nurse Manager,
- R.N. Case Manager, and
- Nursing Director.

Residential Counselors

OES Code: 273070 – SOC Code: 399041 (Residential Advisors)

Description: Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance, repairs and furnishings.

Alternative Titles: Care Worker, Direct Care Staff, Houseparent, Facility Manager, Residential Staff, Residential Director, Youth Worker.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$ 7.65	\$6.92
New Hires, With Some Experience	\$6.25-\$10.07	\$7.25
Three Plus Years Of Experience With the Firm	\$6.25-\$12.00	\$9.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	53 %	7 %	0 %	33 %
Dental	20 %	7 %	13 %	53 %
Vision	7 %	13 %	0 %	73 %
Life Ins.	20 %	7 %	7 %	60 %
Sick Leave	47 %	7 %	7 %	33 %
Vacation	60 %	7 %	0 %	27 %
Retirement	7 %	20 %	7 %	60 %
Child Care	0 %	0 %	0 %	93 %

Other employee benefits: Room and board.

Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	77%	41
Part-Time	18%	21
Temporary/On-Call	5%	15
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 8 employers require at least a high school diploma or the equivalent, 2 employers will accept less than a high school diploma, 4 require a two-year Associate Degree and 1 requires a four-year Bachelor Degree.

Training

Of 13 responding employers: 5 employers will accept an average of 17 months training to replace experience, but 8 employers do not require any training prior to employment. Of 15 responding employers: 6 require and 3 prefer that employees have an average of 9 months of educational or vocational training in social work, residential counseling, or Certified Nurse Assistant training and 6 do not require any technical or vocational training.

Experience

Of 15 responding employers: 4 employers require and 9 employers prefer an average of 13 months experience in this occupation and 2 do not require experience in this occupation. Of 13 responding employers: 8 will accept an average of 14 months experience in related fields such as: child care, teacher aid, or foster care to substitute for previous experience, but 5 do not accept other occupational experience.

License/Certification

None.

Technical Skills

- Ability to plan and organize the work of others
- Compiles records of daily activities of residents
- Ability to write effectively
- Problem solving skills
- Ability to implement a progressive discipline process
- Ability to apply stress management techniques

Residential Counselors

15 Firms Responding Representing 153 Employees

Personal or Other Skills

- Ability to use logic and analysis to identify the strengths and weaknesses of different approaches.
- Ability to apply active listening skills
- Talking to others to effectively convey information.
- Willingness to work under close supervision.
- Ability to work independently.

Basic Skills

- Basic math
- Able to read and follow instructions
- Able to write legibly

Computer Skills

- | | | |
|----------------------|----------|---|
| ▪ Word Processing | MS Word | 2 |
| ▪ Spreadsheet skills | MS Excel | 2 |
| ▪ Database | | 0 |
| ▪ Desktop Publishing | | 0 |
| ▪ Other | | 0 |

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.20 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.80 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 11 employers fill vacant positions through responses to newspaper ads, 8 hire based on current employees' referrals and 6 hire based on referrals from the Employment Development Department.

Annual Turnover

Employers responding to the survey report a 45.8% annual turnover rate.

Size of Occupation:

Large Range: 180-210 employees

Gender:

44% Male 56% Female

Where The Jobs Are

The major employing industries include:

- Residential Care Homes.

Projections

Annual Job Growth Rate (times the average):

1.19, faster than average.

Number of New Hires in the Last Year: 75

Promotions: 11

Employees Leaving: 55

New Positions: 9

Temporary: 0

Projected Job Openings Through 2006:

From Growth: 30 positions

From Separations: 30 positions

Total: 60 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 8 employers project their employment in this occupation will remain stable, 7 employers project their employment in this occupation will grow and none of the responding employers projects that their employment will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 10 promote from this occupation to other positions, (which may require additional education) such as:

- Assistant Administrator,
- Administrator,
- Supervisor, and
- Manager.

Salespersons- Retail (except Vehicle Sales)

OES Code: 490112 – SOC Code: 412031

Description: Retail Salespersons, except Vehicle Sales sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or by credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers.

Alternative Titles: Sales/Floor Associate, Sales/Service Clerk, Inside Sales, Counter-person.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$8.00	\$6.25
New Hires, With Some Experience	\$6.25-\$10.00	\$7.00
Three Plus Years Of Experience With the Firm	\$7.20-\$12.00	\$9.80

Benefits	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	27 %	60 %	7 %	33 %
Dental	33 %	53 %	7 %	33 %
Vision	20 %	47 %	0 %	27 %
Life Ins.	27 %	47 %	13 %	27 %
Sick Leave	47 %	27 %	20 %	13 %
Vacation	60 %	27 %	27 %	13 %
Retirement	33 %	40 %	7 %	33 %
Child Care	0 %	0 %	0 %	7 %

Other employee benefits: Profit sharing, paid holidays and store discounts.

Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	53%	40
Part-Time	46%	22
Temporary/On-Call	0%	0
Seasonal	2%	16

Employer Requirements

Education

Of 15 responding employers: 9 employers require at least a high school diploma or the equivalent, while 6 employers will accept less than a high school diploma. None of the employers require a two- or four- year degree.

Training

Of 9 responding employers: 3 employers accept an average of 6 months of training prior to employment, while 6 do not accept training. Of 15 responding employers: 15 employers do not require any type of vocational training prior to employment.

Experience

Of 15 responding employers: 3 employers require and 6 employers prefer an average of 10 months experience in this occupation and 6 employers do not require experience in this occupation. Of 9 responding employers: 4 will accept an average of 5 months experience in related fields to replace occupational experience and 5 will not accept any other occupational experience.

License/Certification

None.

Technical Skills

- Ability to apply sales techniques
- Understanding of inventory techniques
- Ability to use a computer terminal
- Ability to operate a computerized or standard cash register
- Ability to make change

Physical Skills

- Ability to stand continuously for 2 or more hours
- Ability to lift at least 50 pounds repeatedly
- Ability to meet employer grooming standards

Personal or Other Skills

- Willingness to work under close supervision
- Ability to work independently

Salespersons- Retail (except Vehicle Sales)

15 Firms Responding Representing 414 Employees

Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Ability to perform mathematical computations
- Public contact skills
- Customer service skills
- Oral communication skills

Computer Skills

▪ Word Processing	MS Word	5
▪ Spreadsheet skills	MS Excel	3
▪ Database	Access	4
▪ Desktop Publishing		0
▪ Other		5

Programs used at the business.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 12 employers fill vacant positions through applications from walk-ins, 9 fill positions through current employees' referrals and 8 employers place an ad in the newspaper.

Annual Turnover

Employers responding to the survey report a 17.5% annual turnover rate.

Size of Occupation:

Very Large Range: 1790 –2130

Gender:

28% Male 72% Female

Where The Jobs Are

The major employing industries include:

- Department Stores,
- Shopping Goods Stores, and
- Specialty Retail Stores.

Projections

Annual Job Growth Rate (times the average):

1.36, faster than average.

Number of New Hires in the Last Year: 128

Promotions:	11
Employees Leaving:	53
New Positions:	49
Temporary:	15

Projected Job Openings Through 2006:

From Growth:	340 positions
From Separations:	470 positions
Total:	810 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 7 employers project that their employment in this occupation will remain stable, 8 project their employment in this occupation will grow and none of the responding employers project their employment in this occupation will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 14 promote from this occupation to other positions, (which may require additional education) such as:

- Assistant Manager,
- Sales Manager, and
- Supervisor.

Secretaries, Except Legal and Medical

OES Code: 551080 – SOC Code: 436014

Description: Secretaries, except Legal and Medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include Medical and Legal Secretaries.

Alternative Titles: Administrative Assistants, Administrative Secretary, Executive Secretary, Receptionist.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$11.37	\$8.00
New Hires, With Some Experience	\$6.25-\$11.91	\$10.00
Three Plus Years Of Experience With the Firm	\$8.25-\$15.00	\$12.74

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	50 %	31 %	0 %	13 %
Dental	44 %	25 %	0 %	25 %
Vision	38 %	13 %	6 %	38 %
Life Ins.	50 %	19 %	0 %	25 %
Sick Leave	63 %	6 %	0 %	25 %
Vacation	75 %	6 %	0 %	13 %
Retirement	19 %	44 %	0 %	31 %
Child Care	0 %	0 %	0 %	94 %

Other employee benefits: Bonuses, long and short-term disability plans and cafeteria benefit plans.

Union/Collective Bargaining

Yes. Of 16 responding employers: 1 employer reports that their employees in this occupation are unionized, which represents 20% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% of Employees	Hours
	Surveyed	Per Week
Full-Time	91%	40
Part-Time	9%	27
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 16 responding employers: 14 require at least a high school diploma or the equivalent, none of the 16 employers will accept less than a high school diploma, 1 employers requires a two-year Associate Degree and 1 requires a four-year Bachelor Degree.

Training

Of 16 responding employers: 7 will accept an average of 9 months training to replace experience and 9 will not accept training to replace experience.

Of 16 responding employers: 4 employers require and 1 employer prefers that employees have an average of 11 months technical or vocational training, but 11 employers do not require technical or vocational training.

Experience

Of 16 responding employers: 11 employers require and 5 employers prefer an average of 18 months experience in this occupation. Of 16 responding employers: 10 employers will accept an average of 16 months experience in related fields such as: office assistant to substitute for previous experience, but 6 employers will not accept unrelated occupational experience.

License/Certification

None is required, however, employers may require certification of typing skills, such as: a typing certificate.

Technical Skills

- Ability to do alphabetic and numeric filing
- Ability to perform routine, repetitive work
- Ability to operate copy machine
- Ability to use telecommunications systems
- Ability to maintain an appointment calendar
- Ability to type at least 60wpm
- English grammar, spelling and punctuation skills
- Ability to write effectively

Physical Skills

- Ability to sit continuously for 2 or more hours

Secretaries, Except Legal and Medical

16 Firms Responding Representing 70 Employees

Personal or Other Skills

- Ability to work independently
- Willingness to work under close supervision

Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Oral communication

Computer Skills

- | | | |
|----------------------|--------------|----|
| ▪ Word Processing | MS Word | 16 |
| ▪ Spreadsheet skills | MS Excel | 13 |
| ▪ Database | Access | 11 |
| ▪ Desktop Publishing | Desktop Pub. | 0 |
| ▪ Other | | 0 |

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.27 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.40 on a scale of 4.00).

Recruitment Methods

Of 16 responding employers: 12 fill vacant positions through ads placed in newspapers, 9 fill vacant positions by accepting applications from walk-ins. 7 employers fill vacant positions based on employee referrals.

Annual Turnover

Employers responding to the survey report a 21.2% annual turnover rate.

Size of Occupation:

Very Large Range: 1140 –1180 employees

Gender:

0% Male 100% Female

Where The Jobs Are

The major employing industries include:

- Elementary and Secondary Schools,
- Colleges and Universities
- Local Government, and
- Personnel Supply Services.

Projections

Annual Job Growth Rate (times the average):

0.25, slower than average.

Number of New Hires in the Last Year: 18

Promotions:	5
Employees Leaving:	9
New Positions:	4
Temporary:	0

Projected Job Openings Through 2006:

From Growth:	40 positions
From Separations:	130 positions
Total:	170 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 15 employers project that their employment in this occupation will remain stable, 1 projects this occupation in the occupation will grow and none of the responding employers project their employment in this occupation will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 6 promote from this occupation to other positions, such as:

- Office Manager, or
- Branch Manager.

Security Guards

SOC Code: 339032 -- OES Code: 630470

Description: Security Guards guard, patrol, or monitor premises to prevent theft, violence, or infractions of rules.
Alternative Titles: Loss Prevention Specialists, Security Officer, Officer.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$11.28	\$7.90
New Hires, With Some Experience	\$6.75-\$12.80	\$8.00
Three Plus Years Of Experience With the Firm	\$7.25-\$17.40	\$9.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	17 %	67 %	0 %	17 %
Dental	17 %	58 %	8 %	17 %
Vision	17 %	58 %	8 %	17 %
Life Ins.	50 %	33 %	0 %	17 %
Sick Leave	67 %	8 %	0 %	25 %
Vacation	75 %	8 %	0 %	17 %
Retirement	8 %	67 %	8 %	17 %
Child Care	0 %	8 %	8 %	83 %

Other employee benefits that may be offered include:
Health coverage after 32 hrs./week.

Union/Collective Bargaining

Yes. Of 16 responding employers: 2 employers report that their employees in this occupation are unionized, representing 12.5% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	0%	0
Full-Time (35 hrs. or more)	69%	38
Part-Time	22%	23
Temporary/On-Call	8%	23
Seasonal	1%	36

Most employers schedule shifts around-the-clock.

Employer Requirements

Education

Of 16 responding employers: 13 employers require a high school diploma or the equivalent, 2 employers will accept less than a high school education and 1 employer requires a two-year (A.A.) degree. None of the employers requires a four- year degree or graduate studies.

Training

Of 13 responding employers: 10 will accept an average of 10 months training to replace experience in the occupation, while 3 employers will not accept training to replace occupational experience. Of 16 responding employers: 3 require and 3 prefer employees to have an average of 13 months of vocational training, while 10 employers do not require vocational training prior to employment.

Experience

Of 16 responding employers: 3 employers require and 10 employers prefer an average of 10 months experience in the occupation and 3 employers do not require experience in the occupation. Of 13 responding employers: 9 will accept an average of 16 months experience in related fields such as: service in the military or law enforcement to replace previous experience, but 4 will not accept any other experience.

License/Certification

Yes. Uniformed contract guards and armed in-house guards are required to be registered with the Bureau of Security and Investigative Services, which is a division of the State of California Department of Consumers Affairs. Full registration requirements include: a fingerprint and criminal background check and a day-long, bureau-approved power of arrest course. Guards carrying firearms are required to obtain a Firearm Permit. The weapon must be registered or licensed and the applicant must complete a written exam and pass a range exam. Guards who carry a baton are required to obtain a Baton Permit.

Technical Skills

- Security guard registration (Guard card)
- Ability to follow security protection procedures
- Ability to use a baton
- Ability to administer emergency first aid
- Bondable

Security Guards

16 Firms Responding Representing 290 Employees

- Licensed to carry firearms
- Ability to write effectively
- Ability to operate video surveillance equipment
- Possession of a valid driver's license

Personal or Other Skills

- Public contact skills
- Possession of a clean police record
- Possession of a reliable vehicle
- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Able to read and follow instructions
- Oral communication skills
- Ability to write legibly

Computer Software Skills

- | | |
|-------------------|---|
| ▪ Word Processing | 5 |
| ▪ Spreadsheet | 2 |
| ▪ Database | 1 |
| ▪ Desktop Pub. | 0 |
| ▪ Other | 3 |

Ability to operate a computer program or database as provided by the employer.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.77 on a scale of 4.00).

Recruitment Methods

Of 16 responding employers: 11 employers fill vacancies through the response to newspaper ads, 10 employers contact the Employment Development Department when needing employees, and 6 employers fill vacancies by taking resumes from walk-in applicants.

Annual Turnover

Employers responding to the survey report a 29.9% annual turnover rate.

Size of Occupation:

Very Large

Range: 420-480 employees

Gender:

76% Male

24% Female

Where The Jobs Are

The major employing industries include:

- Miscellaneous business services (including private security guard services, detective agencies and armored car services),
- Department stores, and
- Miscellaneous amusement and recreation services.

Projections

Annual Job Growth Rate (times the average):

1.68, much faster than average.

Number of New Hires in the Last Year: 122

Promotions: 12

Employees Leaving: 69

New Positions: 19

Temporary: 22

Projected Job Openings Through 2008:

From Growth: 60 positions

From Separations: 90 positions

Total: 150 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 11 employers project their employment in this occupation will remain stable, 5 project that their employment in this occupation will grow and none expect a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 14 employers promote from this occupation to other positions, such as:

- Security Supervisor,
- Field Training Officer, and
- Loss Prevention Manager.

Social Workers – except Medical and Psychiatric

OES Code: 273050 – SOC Code: 211021 (Child, Family and School Social Workers)

Description: Social Workers, except Medical and Psychiatric, counsel and aid individuals and families requiring social services assistance. Included are Community Organization Social Workers who plan, organize and work with community groups to solve problems. Not included are workers who are primarily Medical, Psychiatric, or Chemical Dependency Social Workers.

Alternative Titles: Service Coordinator, Direct Care Staff, Family Worker, Developmental Care Giver.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$12.03-\$19.56	\$14.95
New Hires, With Some Experience	\$6.75-\$25.00	\$14.38
Three Plus Years Of Experience With the Firm	\$8.55-\$34.52	\$16.00

Note: Wages for experienced workers appear lower than inexperienced workers because some firms hire entry-level workers at the higher end of the wage scale.

Benefits Full-Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	29 %	53 %	6 %	6 %
Dental	29 %	24 %	0 %	41 %
Vision	24 %	24 %	6 %	41 %
Life Ins.	24 %	18 %	0 %	53 %
Sick Leave	88 %	0 %	0 %	6 %
Vacation	88 %	0 %	0 %	6 %
Retirement	29 %	12 %	24 %	29 %
Child Care	0 %	0 %	6 %	88 %

Other employee benefits that may be offered include: PERS, 403(b) retirement plans and bonus days to be used as needed.

Union/Collective Bargaining

Yes. Of 17 responding employers: 1 employer reports that their employees in this occupation are unionized, representing 23% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	88%	40
Part-Time	11%	18
Temporary/On-Call	1%	22
Seasonal	0%	0

Employer Requirements

Education

Of 17 responding employers: 5 employers require at least high school diploma or the equivalent and none will accept less than a high school diploma. 2 employers require a two-year associate degree (A.A.), 8 require a four-year bachelor degree (B.A. or B.S.) and 2 requires graduate studies.

Training

Of 16 responding employers: 7 will accept an average of 13 months training to replace experience in the occupation and 9 employers will not accept training to replace experience. Of 17 responding employers: 11 employers require an average of 44 months of technical or vocational training and 6 employers do not require any technical or vocational training.

Experience

Of 17 responding employers: 12 require and 4 prefer an average of 26 months experience in this occupation and 1 employer does not require experience in the occupation. Of 16 responding employers: 6 employers will allow an average of 21 months experience in related fields to replace experience and 10 employers will not accept other occupational experience.

License/Certification

Licensing requirements depend upon the position. Licensing is required for Clinical Social Worker and Marriage, Family and Child Counselors. Candidates for the "Clinical Social Worker" or "Marriage, Family and Child Counselor" license must have earned a degree in clinical social work (LCSW), or have a four-year bachelor degree (B.A.) and graduate studies in specific coursework; they must also obtain registration from the Board of Behavioral Science Examiners. Supervised training in social work, case management, direct care, family and/or counseling is usually accomplished with a non-profit organization. Information is available from: The Board of Behavioral Science Examiners, 400 R Street, Rm. 3150, Sacramento, CA, 95814-6240.

Social Workers – except Medical and Psychiatric

17 Firms Responding Representing 208 Employees

Technical Skills

- Vocational Counseling training
- Ability to interview others for information
- Ability to use a computer for word processing
- Ability to use a computer for record keeping
- Knowledge of family social work
- Knowledge of protective services for children, adults, and the elderly
- Knowledge of veterans' services
- Understanding of court proceedings
- Ability to write effectively

Personal or Other Skills

- Understanding a variety of cultures
- Ability to handle crisis situations
- Willingness to work with close supervision
- Ability to apply complex rules and regulations
- Ability to work independently

Basic Skills

- Oral communication skills
- Ability to read and follow instructions
- Basic math skills
- Ability to write legibly

Computer Software Skills

- | | | |
|---------------------|----------------|----|
| ▪ Word Processing | MS Word/Office | 14 |
| ▪ Spreadsheet | MS Excel | 8 |
| ▪ Database skills | Access | 6 |
| ▪ Desktop Publisher | Desktop Pub. | 4 |
| ▪ Other | | 7 |

Smartware, Loadstar, the Internet and other agency specific programs.

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.17 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).

Recruitment Methods

17 employers responded to this question. 14 employers fill vacant positions through newspaper ads, 9 employers rely on in-house transfers and current employee referrals and 5 employers hire recent college or university graduates.

Annual Turnover

Employers responding to the survey report a 27% annual turnover rate.

Size of Occupation:

Large Range: 270 – 340 employees

Gender:

18% Male 82% Female

Where The Jobs Are

The major employing industries include:

- Individual and family social services, and
- Local government offices.

Projections

Annual Job Growth Rate (times the average)

1.85, much faster than average.

Number of New Hires in the Last Year: 71

Promotions: 13

Employees Leaving: 38

New Positions: 19

Temporary: 1

Projected Job Openings Through 2006:

From Growth: 70 positions

From Separations: 30 positions

Total: 100 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 9 employers expect their employment in this occupation to remain stable, 8 employers expect their employment in the occupation to grow and none expects that their employment in this occupation will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 17 responding employers: 13 employers promote from this occupation to other positions such as:

- Social Worker Supervisor,
- Case Management Supervisor,
- Direct Services Supervisor, and
- Director.

Special Education Teachers, Preschool, Kindergarten, and Elementary School

SOC Code: 252041 – OES Code: 313110

Description: Special Education Teachers, Preschool, Kindergarten and Elementary School teach elementary and preschool school subjects to educationally and physically handicapped students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally impaired.

Alternative Titles: Special Day Class (SDC) Teachers, Resource Specialist or RSP Teacher.

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$16.30-\$18.63	\$17.85
New Hires, With Some Experience	\$16.06-\$18.93	\$16.88
Three Plus Years Of Experience With the Firm	\$16.40-\$19.72	\$18.98

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	44 %	50 %	0 %	6 %
Dental	50 %	44 %	0 %	6 %
Vision	50 %	44 %	0 %	6 %
Life Ins.	50 %	19 %	0 %	31 %
Sick Leave	88 %	6 %	0 %	6 %
Vacation	50 %	6 %	0 %	44 %
Retirement	44 %	56 %	0 %	0 %
Child Care	0 %	0 %	13 %	88 %

Other employee benefits that may be offered include: Income protection, and will pay for continuing education.

Union/Collective Bargaining

Yes. All 16 responding employers report that their employees in this occupation are unionized, representing 100% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	0%	0
Full-Time (35 hrs. or more)	95%	37
Part-Time	3%	22
Temporary/On-Call	2%	40
Seasonal	0%	0

Employer Requirements

Education

Of 16 responding employers: 14 employers require a four-year bachelor degree (B.A.) and 2 employers require completion of graduate studies.

Training

Of 15 responding employers: 4 employers will accept an average of 12 months of training to replace occupational experience, but 11 employers will not accept training to replace experience. Of 16 responding employers: 12 employers require and 1 employer prefers an average of 29 months of vocational or teacher training prior to employment, while 3 do not require vocational education.

Experience

Of 16 responding employers: 7 employers require and 8 employers prefer an average of 13 months experience in this occupation, while 1 employer does not require experience in this occupation. Of 12 responding employers: all of the employers will not accept experience in related fields to replace experience in the occupation.

License/Certification

Yes. The State of California Commission on Teacher Credentialing establishes the requirements. A credential to teach special education in the California public schools is required. Applicants must have a qualifying B.A. degree, obtain a regular Teaching Credential license, and complete the Special Education Teacher Preparation program which consists of a fifth year of study after the B.A. is earned and student teaching. First-time applicants must pass a written exam and undergo a fingerprint clearance process.

Technical Skills

- Ability to write effectively
- Sign language skills
- Ability to read Braille
- Ability to read lips
- Ability to teach physical education

Special Education Teachers, Preschool, Kindergarten, and Elementary School

16 Firms Responding Representing 107 Employees

- Ability to use computers as a learning tool
- Ability to plan and organize training programs
- Classroom management skills

Personal or Other Skills

- Imagination and creativity
- Ability to exercise patience
- Ability to maintain classroom discipline
- Ability to handle crisis situations

Basic Skills

- Basic math skills
- Ability to write legibly
- Oral communication skills

Computer Skills

- Word Processing 10
- Spreadsheet 7
- Database 5
- Desktop Publishing 1
- Other 3

Internet skills, and the ability to use both PC and Mac computers.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.57) on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.30) on a scale of 4.00).

Recruitment Methods

Of 16 responding employers: 15 employers fill vacant positions using ads placed in the newspaper, 9 employers hire using Internet websites, 6 employers hire recent college and university graduates and 5 employers use job fairs and networking.

Annual Turnover Rate:

Employers responding to the survey report an 8.5% annual turnover rate.

Size of Occupation:

Small Range: 70-90 employees

Gender:

14% Male 86% Female

Where The Jobs Are

The major employing industries include:

- Elementary schools.

Projections

Annual Job Growth Rate (times the average):

3.36, much faster than average.

Number of New Hires in the Last Year: 10

Promotions: 0
Employees Leaving: 9
New Positions: 1
Temporary: 0

Projected Job Openings Through 2008:

From Growth: 20 positions
From Separations: 10 positions
Total: 30 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 13 employers project that their employment in this occupation will remain stable, 1 projects their employment in this occupation will grow and 2 of the responding employers expect a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 11 promote from this occupation to other positions (which may require additional education), such as:

- Administrator/Director,
- Vice-Principal, and
- Principal.

Stock Clerks- Stockroom, Warehouse, Storage Yard

OES Code: 580230 – SOC Code: 435081

Description: Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. This description does not include stockroom laborers and workers whose primary duties involve shipping, weighing, and checking.

Alternative Titles: Journeyman Stocker, Night Crew, Inventory Clerks.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$9.00	\$7.00
New Hires, With Some Experience	\$6.75-\$10.00	\$7.50
Three Plus Years Of Experience With the Firm	\$7.75-\$16.00	\$9.00

Benefits	Full-Time		Part-Time	
	Employer Pays All	Shared Cost	Employer Pays All	Shared Cost
Medical	13 %	60 %	7 %	27 %
Dental	7 %	60 %	7 %	20 %
Vision	13 %	40 %	7 %	20 %
Life Ins.	7 %	40 %	0 %	20 %
Sick Leave	47 %	13 %	20 %	7 %
Vacation	60 %	13 %	20 %	7 %
Retirement	13 %	60 %	0 %	27 %
Child Care	0 %	0 %	0 %	0 %

Other employee benefits that may be offered include: employee discount, 401(k) plan, and benefits available for employees with 30+ hours per week.

Union/Collective Bargaining

Yes. Of 15 responding employers: 1 employer reports that their employees in this occupation are unionized, representing 4% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	1%	30
Full-Time (35 hrs. or more)	53%	40
Part-Time	45%	27
Temporary/On-Call	0%	0
Seasonal	1%	40

Employer Requirements

Education

Of 15 responding employers: 11 employers do not require a high school diploma, but 4 employers require at least a high school diploma or the equivalent. None of the employers requires a two-year associate degree (A.A.), a four-year bachelor degree (B.A.) or graduate studies.

Training

Of 7 responding employers: 1 employer accepts an average of 6 months training to replace experience in the occupation, while 6 employers do not accept training to replace experience. Of 15 responding employers: none of the employers require any technical or vocational training prior to employment.

Experience

Of 15 responding employers: 1 requires and 6 prefer an average of 9 months experience in this occupation, while 8 employers do not require experience in the occupation. Of 7 responding employers: 4 accept an average of 15 months occupational experience in retail sales and 3 employers will not accept any other occupational experience.

License/Certification

None.

Technical Skills

- Understanding of inventory control techniques
- Ability to check manifest for errors
- Knowledge of warehousing procedures
- Shipping and receiving knowledge
- Ability to stock shelves
- Ordering of supplies using computer spreadsheet
- Ability to use a computer
- Knowledge of price scanners and shelf label pricing equipment

Note: Some employers require possession of a Class B driver's license and the ability to operate a forklift.

Physical Skills

- Ability to lift at least 50 lbs.
- Physically fit for standing, walking, stooping, bending and lifting

Stock Clerks- Stockroom, Warehouse, Storage Yard

15 Firms Responding Representing 173 Employees

Personal or Other Skills

- Ability to pay attention to detail
- Ability to work independently
- Ability to perform routine, repetitive work
- Customer Service skills

Basic Skills

- Ability to read and follow directions
- Ability to follow oral instructions
- Basic math

Computer Software Skills

- | | | |
|----------------------|---------|---|
| ▪ Word Processing | MS Word | 4 |
| ▪ Spreadsheet skills | | 0 |
| ▪ Database | Access | 1 |
| ▪ Desktop Publishing | | 0 |
| ▪ Other | | 2 |

Basic data entry and keyboarding skills.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.00 on a scale of 4.00)
- Inexperienced Applicants: Very Difficult (3.14 on a scale of 4.00)

Note: Although most responding employers stated that experience is not required for this position, employers stated that finding fully qualified applicants is very difficult.

Recruitment Methods

15 employers responded to this question. 12 employers depend on filling vacant positions through walk-in applicants, 6 employers fill positions using newspaper ads and 5 employers hire by using a combination of current employees' referrals, in-house promotions or transfers, and other sources such as: word of mouth.

Annual Turnover

Employers responding to the survey report a 43.3% annual turnover rate.

Size of Occupation:

Large Range: 310 - 350 employees

Gender:

75% Male 25% Female

Where The Jobs Are

The major employing industries include:

- Furniture and Home furnishings Stores,
- Department Stores,
- Household Appliance Stores,
- Beer, Wine and Distilled Beverage Sales,
- Grocery Stores, and
- Motor Vehicles, Parts and Supplies.

Projections

Annual Job Growth Rate (times the average):

0.92, average growth.

Number of New Hires in the Last Year: 95

Promotions:	6
Employees Leaving:	55
New Positions:	32
Temporary:	2

Projected Job Openings Through 2006:

From Growth:	40 positions
From Separations:	40 positions
Total:	80 positions

Employer Projected Occupation Growth (Over the next 24 months):

15 employers responded to this question. 9 employers project their employment in this occupation will remain stable, 6 employers project their employment in this occupation will grow and none of the employers expect a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 14 promote from this occupation to other positions, such as:

- Head Clerk,
- Night Crew Supervisor, and
- Assistant Manager.

Teachers - Elementary School

OES Code: 313050 – SOC Code: 252021

Description: Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils.

Alternative Titles: Elementary Instructor, Teacher.

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$16.30-\$20.39	\$16.30
New Hires, With Some Experience	\$16.30-\$18.63	\$16.54
Three Plus Years Of Experience With the Firm	\$16.30-\$23.84	\$18.29

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$7.19-\$10.07	\$8.43
New Hires, With Some Experience	\$6.58-\$18.63	\$8.55
Three Plus Years Of Experience With the Firm	\$7.19-\$11.99	\$9.40

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	69 %	25 %	0 %	6 %
Dental	56 %	25 %	0 %	19 %
Vision	50 %	19 %	0 %	31 %
Life Ins.	50 %	25 %	0 %	25 %
Sick Leave	75 %	19 %	0 %	6 %
Vacation	31 %	6 %	0 %	63 %
Retirement	13 %	81 %	0 %	6 %
Child Care	13 %	0 %	0 %	88 %

Other employee benefits: 401(k) retirement plans and paid holidays.

Union/Collective Bargaining

Yes. Of 16 responding employers: 10 report that the employees in this occupation are unionized, representing 63% of the workforce in this occupation.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	95 %	38
Part-Time	4 %	23
Temporary/On-Call	1 %	20
Seasonal	0 %	0

Employer Requirements

Education

Of 16 responding employers: 14 employers require a four-year Bachelor Degree and 2 employers require graduate study. (A high school diploma or the equivalent is required.)

Training

Of 15 responding employers: 5 will accept an average of 14 months training to replace experience, while 10 will not accept training to replace experience. Of 16 responding employers: 6 require an average of 16 months student teacher training prior to employment and 10 do not require vocational training.

Experience

Of 16 responding employers: 5 employers require and 10 employers prefer an average of 22 months experience in this occupation and 1 does not require occupational experience. Of 15 responding employers: 2 employers will accept an average of 24 months experience in the educational field to replace occupational experience and 13 employers do not accept any other occupational experience.

License/Certification

Yes. Employees in this occupation are required to obtain a Teaching Credentials license from the State of California Commission on Teacher Credentialing. First-time applicants must pass written exams and undergo a fingerprint clearance process.

Teachers - Elementary School

16 Firms Responding Representing 342 Employees

Technical Skills

- Knowledge of algebra
- Audiovisual teaching skills
- Artistic and musical ability
- Supervision
- Classroom management
- Record keeping skills
- Ability to administer emergency first aid
- Possession of a state teachers' certificate
- Problem solving skills

Physical Skills

- Ability to stand for long periods
- Ability to bend, stoop, and lift

Personal or Other Skills

- Understanding a variety of cultures
- Possession of a clean police record
- Willingness to work under close supervision
- Ability to work independently
- Ability to work under pressure
- Patience and understanding

Basic Skills

- Ability to read and follow instructions
- Ability to write effectively
- Basic math
- Oral Communication skills

Computer Skills

- | | | |
|----------------------|----------|----|
| ▪ Word Processing | MS Word | 11 |
| ▪ Spreadsheet skills | MS Excel | 3 |
| ▪ Database | | 3 |
| ▪ Desktop Publishing | | 0 |
| ▪ Other | | 1 |
- Internet skills

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.60 a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.09 on a scale of 4.00).

Recruitment Methods

Of 16 responding employers: 13 employers fill vacant positions by hiring recent graduates of Colleges and Universities, 9 use ads placed in newspapers and 6 use in-house promotions or transfers to fill vacant positions.

Annual Turnover

Employers responding to the survey report a 6.0 % annual turnover rate.

Size of Occupation:

Very Large Range: 1040-1110 employees

Gender:

30% Male 70% Female

Where The Jobs Are

The major employing industries include:

- Elementary Schools,
- Child Day Care Services, and
- Religious Organizations.

Projections

Annual Job Growth Rate (times the average):

0.48, slower than average.

Number of New Hires in the Last Year: 33

Promotions:	0
Employees Leaving:	20
New Positions:	6
Temporary:	7

Projected Job Openings Through 2006:

From Growth:	70 positions
From Separations:	170 positions
Total:	240 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 12 employers project their employment in this occupation will remain stable, 2 project growth in the occupation and 2 employers project their employment in this occupation will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 5 employers promote from this occupation to other positions, (if additional education is completed) such as:

- Administrative positions,
- Vice-Principal, and
- Principal.

Teachers – Secondary Schools

OES Code: 313080 – SOC Code: 252031

Description: Secondary School Teachers instruct students in public and private high schools in one or more subjects, such as English, mathematics, or social studies. Includes vocational high school teachers. Does not include special education teachers who teach only students with disabilities.

Alternative Titles: Educational Instructor, High School Teacher.

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$15.96-\$18.63	\$17.30
New Hires, With Some Experience	\$17.62-\$22.00	\$18.63
Three Plus Years Of Experience With the Firm	\$18.66-\$28.15	\$23.79

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$7.25-\$9.86	\$8.87
New Hires, With Some Experience	\$8.00-\$20.82	\$9.35
Three Plus Years Of Experience With the Firm	\$8.63-\$20.82	\$11.00

Full- Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	38 %	31 %	0 %	19 %
Dental	31 %	19 %	6 %	31 %
Vision	25 %	13 %	0 %	50 %
Life Ins.	38 %	13 %	0 %	38 %
Sick Leave	56 %	6 %	0 %	25 %
Vacation	19 %	6 %	0 %	63 %
Retirement	31 %	31 %	0 %	25 %
Child Care	6 %	0 %	0 %	81 %

Other employee benefits: 401(k) retirement plans and paid holidays.

Union/Collective Bargaining

Yes. Of 16 responding employers: 6 report that their employees in this occupation are unionized, representing 91% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	85%	36
Part-Time	6%	19
Temporary/On-Call	8%	20
Seasonal	0%	4

Employer Requirements

Education

Of 16 responding employers: None will accept less than a high school diploma, 12 require a four-year Bachelor Degree, 1 employer requires Graduate Studies and 3 employers require other education.

Training

Of 14 responding employers: 7 employers will accept an average of 16 months of training to replace experience and 7 employers will not accept training to replace experience. Of 16 responding employers: 8 employers require an average of 10 months training in a teacher credential program prior to employment and 8 do not require vocational training.

Experience

Of 16 responding employers: 6 require and 8 employers prefer an average of 22 months experience in this occupation, but 2 do not require experience in the occupation. Of 14 responding employers: 5 employers will accept an average of 18 months experience in related fields such as: human service counseling or social work to be substituted for previous experience, but 11 will not accept experience in unrelated areas.

License/Certification

Yes. Requirements include: a bachelor degree, a professional preparation program including student teaching, CBEST exam, SSAT or MSAT exam, PRAXIS exam in the area of specialization, training in the U.S. Constitution and teaching of reading. For a Professional "Clear" Credential, a fifth year of academic study including special education, health education, and computer education courses are required. The CLAD certificate, which includes bilingual and multicultural training, may be required in some areas of the state.

Teachers – Secondary Schools

16 Firms Responding Representing 603 Employees

Technical Skills

- Audiovisual teaching
- Supervision
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Possession of a state teachers' certificate
- Ability to perform advanced mathematical computations
- Ability to write effectively
- Problem solving skills

Personal or Other Skills

- Understanding of a variety of cultures
- Possession of a clean police record
- Willingness to work with close supervision
- Public contact
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Basic math
- Oral communication skills

Computer Skills

- | | | |
|----------------------|--------------|----|
| ▪ Word Processing | MS Word | 10 |
| ▪ Spreadsheet skills | MS Excel | 3 |
| ▪ Database | Access | 3 |
| ▪ Desktop Publishing | Desktop Pub. | 2 |
| ▪ Other | | 0 |

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.57 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.30 on a scale of 4.00).

Recruitment Methods

Of 16 responding employers: 10 employers hire teachers by placing ads in the newspaper, 8 recruit recent graduates from Colleges and Universities and 6 employers hire new teachers based on current employees' referrals.

Annual Turnover

Employers responding to the survey report a 7.6% annual turnover rate.

Size of Occupation:

Very Large Range: 520 – 640 employees

Gender:

53% Male 47% Female

Where The Jobs Are

The major employing industries include:

- Secondary Schools,
- Vocational Schools, and
- Individual and Educational Services.

Projections

Annual Job Growth Rate (times the average):

1.65, much faster than average.

Number of New Hires in the Last Year: 105

Promotions:	11
Employees Leaving:	34
New Positions:	10
Temporary:	50

Projected Job Openings Through 2006:

From Growth:	120 positions
From Separations:	130 positions
Total:	250 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 12 employers project their employment in this occupation will remain stable, 3 project that their employment in this occupation will grow and 1 employer projects their employment in this occupation will decline over the next 24 months.

Other Information

Promotional Opportunities

Of 16 responding employers: 9 promote from this occupation to other positions, (which may require additional education) such as:

- Vice- Principal or
- Principal.

Teachers- Vocational Education and Training Teachers and Instructors

OES Code: 313140 – SOC Code: 251194

Description: Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. Included are correspondence school instructors; industrial, commercial or government training instructors; and instructors who prepare persons to operate industrial machinery and equipment and transportation and communications equipment.

Alternative Titles: Instructor.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$7.00-\$12.00	\$7.75
New Hires, With Some Experience	\$7.75-\$22.37	\$13.50
Three Plus Years Of Experience With the Firm	\$9.00-\$31.25	\$16.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	24 %	18 %	0 %	35 %
Dental	12 %	12 %	0 %	53 %
Vision	12 %	12 %	0 %	53 %
Life Ins.	6 %	12 %	0 %	59 %
Sick Leave	29 %	6 %	0 %	41 %
Vacation	41 %	6 %	0 %	29 %
Retirement	0 %	12 %	6 %	59 %
Child Care	0 %	0 %	0 %	76 %

Union/Collective Bargaining

Yes, of 17 responding employers: 2 report that their employees in this occupation are unionized, representing 48% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	37%	24
Full-Time (35 hrs. or more)	42%	41
Part-Time	20%	18
Temporary/On-Call	0%	0
Seasonal	1%	15

Employer Requirements

Education

Of 17 responding employers: 12 employers require a high school diploma or the equivalent and 2 employers will accept less than a high school diploma. 2 employers require a two-year associate degree (A.A.), none of the employers state that they require a four-year bachelor degree (B.A.) and 1 employer requires graduate studies.

Training

Of 16 responding employers: 6 employers will accept an average of 19 months of training to replace experience in the occupation however, 10 employers will not accept training to replace experience. Of 17 responding employers: 12 employers require and 3 prefer an average of 27 months of technical or vocational training related to the field of instruction and 2 do not require technical or vocational training.

Experience

Of 17 responding employers: 14 require and 2 prefer an average of 33 months of experience in the occupation and 1 does not require work experience. Of 16 responding employers: 9 will accept an average of 32 months of experience in other occupations and 7 employers will not accept experience in other occupations.

License/Certification

The best source of information would be the school, because the certificate or license requirements for this occupation depends upon the type of school and the vocational subject taught. A Designated Subject credential in Vocational or Adult Education in the subject area may or may not be required. For more information contact: The State of California Commission on Teacher Credentialing, 1900 Capitol Avenue, P.O. Box 944270, Sacramento, CA, 95814.

Technical Skills

- Ability to plan a course of instruction
- Ability to keep current in field of instruction
- Ability to motivate students
- Ability to supervise students

Teachers- Vocational Education and Training Teachers and Instructors

17 Firms Responding Representing 103 Employees

- Ability to train students in use of computer software
- Ability to test and evaluate student achievement
- Ability to prepare instructional materials

Personal or Other Skills

- Willingness to work Part-Time
- Ability to work under pressure
- Ability to work independently
- Tactfulness

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write effectively and legibly
- Oral communication skills

Computer Skills

- | | | |
|----------------------|----------------|----|
| ▪ Word Processing | MS Word/Office | 12 |
| ▪ Spreadsheet | Excel | 9 |
| ▪ Database | QuickBooks | 7 |
| ▪ Desktop Publishing | | 3 |
| ▪ Other | | 6 |

Medical manager, AutoCAD, Grading Programs, other occupation-related programs.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.79 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.33 on a scale of 4.00).

Recruitment Methods

17 employers responded to this question. 9 employers fill vacant positions through newspaper ads and 7 employers use every available source including networking, word of mouth and PIC/SMART.

Annual Turnover

Employers responding to the survey report an 11.6% annual turnover rate.

Size of Occupation:

Large Range: 190-210 employees

Gender:

Male 59 % Female 41%

Where The Jobs Are

The major employing industries include:

- Colleges and Universities, and
- Job Training and Related Services.

Projections

Annual Job Growth Rate (times the average):

0.75, slower than average.

Number of New Hires in the Last Year: 20

Promotions:	2
Employees Leaving:	9
New Positions:	8
Temporary:	1

Projected Job Openings Through 2006:

From Growth:	20 positions
From Separations:	20 positions
Total:	40 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 10 employers project their employment in this occupation will remain stable, 7 project that their employment in this occupation will grow and none of the responding employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 17 responding employers: 11 employers promote from this occupation to other positions, such as:

- Instructor Supervisor,
- Director,
- Administrator, and
- Dean (with additional education).

Truck Drivers, Heavy and Tractor-Trailer

SOC Code: 533032 – OES Code: 971020

Description: Truck Drivers, Heavy and Tractor-Trailer drive a tractor-trailer combination or a truck with a capacity of at least 26,000 GVW, to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. May be required to unload truck. May require use of automated routing equipment. Requires commercial drivers' license. Alternative Titles: Drivers, OTR Drivers, Route Drivers.

Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$11.51-\$23.62	\$18.00
Three Plus Years Of Experience With the Firm	\$18.00-\$23.62	\$19.18

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$13.50-\$13.50	\$13.50
New Hires, With Some Experience	\$9.21-\$15.98	\$12.10
Three Plus Years Of Experience With the Firm	\$9.21-\$21.00	\$12.85

Note: Of 15 responding employers, some employers offer entry-level employees a slightly higher wage, making the wages paid to experienced workers appear lower in comparison.

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	47 %	33 %	0 %	20 %
Dental	47 %	20 %	0 %	33 %
Vision	27 %	7 %	0 %	67 %
Life Ins.	27 %	0 %	0 %	73 %
Sick Leave	27 %	0 %	0 %	73 %
Vacation	60 %	0 %	0 %	40 %
Retirement	27 %	27 %	0 %	47 %
Child Care	7 %	0 %	0 %	93 %

Other employee benefits that may be offered include: profit sharing, per diem pay (covers food).

Union/Collective Bargaining

Yes. Of 15 responding employers: 3 employers report that their employees in this occupation are unionized, representing 20% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	98%	44
Part-Time	1%	19
Temporary/On-Call	0%	0
Seasonal	1%	50

Some employers schedule shifts around-the-clock.

Employer Requirements

Education

Of 15 responding employers: 8 employers require at least a high school diploma or the equivalent, but 7 employers will accept less than a high school diploma and none of the employers require either a two- or four-year degree.

Training

Of 15 responding employers: 3 employers will accept an average of 7 months training to replace experience in the occupation and 12 will not accept training to replace experience in the occupation. Of 15 responding employers: 7 employers require and 4 prefer an average of 14 months of truck driver training prior to employment, while 4 do not require training prior to hire.

Experience

Of 15 responding employers: 11 employers require and 4 prefer an average of 25 months experience in the occupation. Of 13 responding employers: 2 employers will accept an average of 12 months experience in related fields to replace for previous experience in the occupation, but 11 will not accept other occupational experience.

License/Certification

Yes. In California, truck drivers, heavy must have a class "A" commercial driver's license from the Department of Motor Vehicles. Applicants must have a good driving record, be at least 18 years of age for driving within the state or 21 years of age for interstate commerce, pass a medical examination that requires good hearing, 20/40 vision, normal use of arms and legs (or a waiver) and normal blood pressure.

Truck Drivers, Heavy and Tractor-Trailer

15 Firms Responding Representing 228 Employees

All drivers must pass a written exam and road driving tests, and meet the State licensing and driving requirements for the truck being driven.

Technical Skills

- Possession of a valid Class A driver's license
- Record keeping skills
- Ability to read invoices
- Ability to operate a fork lift
- Automotive maintenance and minor repair skills
- Ability to drive trucks long distances
- Ability to load and unload freight
- Map reading skills
- Ability to meet ICC requirements
- Knowledge of local streets

Physical Skills

- Ability to pass a pre-employment medical exam
- Ability to pass drug screening testing
- Ability to lift at least 75 lbs. repeatedly

Personal or Other Skills

- Ability to work independently
- Possession of a good DMV driving record

Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Basic math skills
- Oral communication skills

Computer Skills

- | | |
|----------------------|---|
| ▪ Word Processing | 1 |
| ▪ Spreadsheet | 0 |
| ▪ Database | 0 |
| ▪ Desktop Publishing | 0 |
| ▪ Other programs: | 0 |

Basic keyboard skills are helpful.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.82 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.25 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 10 hire new employees by taking applications from walk-ins, 8 hire from current employees' referrals, and 9 hire based on the response to newspaper ads.

Annual Turnover

Employers responding to the survey report an 18.9% annual turnover rate.

Size of Occupation:

Very Large Range: 1040-1170 employees

Gender:

98% Male 2% Female

Where The Jobs Are

The major employing industries include:

- Trucking and courier services, except air, and
- Petroleum and petroleum products.

Projections

Annual Job Growth Rate (times the average):

1.47, faster than average.

Number of New Hires in the Last Year: 49

Promotions: 1

Employees Leaving: 41

New Positions: 6

Temporary: 1

Projected Job Openings Through 2008:

From Growth: 130 positions

From Separations: 110 positions

Total: 240 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 13 employers project that their employment in this occupation will remain stable, 2 project their employment in this occupation will grow and none of the responding employers projects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 3 promote from this occupation to other positions, such as:

- Lead man, and
- Operations Manager.

Truck Drivers, Light or Delivery Services

SOC Code: 533033 – OES Code: 971050

Description: Truck Drivers, Light or Delivery Services drive a truck or van with a capacity of under 26,000 GVW, primarily to deliver or pick up merchandise or to deliver packages within a specified area. May require use of automatic routing or location software. May load and unload truck.

Alternative Titles: Couriers, Delivery Drivers, Route Drivers.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$11.00	\$8.00
New Hires, With Some Experience	\$6.75-\$15.82	\$8.00
Three Plus Years Of Experience With the Firm	\$7.00-\$19.25	\$9.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	6%	47%	0%	47%
Dental	6%	35%	6%	53%
Vision	6%	29%	6%	59%
Life Ins.	6%	35%	0%	59%
Sick Leave	35%	12%	0%	53%
Vacation	65%	12%	0%	24%
Retirement	18%	12%	6%	65%
Child Care	0%	6%	6%	88%

Union/Collective Bargaining

Yes. Of 17 responding employers: 3 report that their employees in this occupation are unionized, representing 17.6% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	0%	0
Full-Time (35 hrs. or more)	93%	66
Part-Time	4%	22
Temporary/On-Call	3%	40
Seasonal	0%	0

A few employers schedule shifts around-the-clock.

Employer Requirements

Education

Of 17 responding employers: 11 employers require at least a high school diploma or the equivalent, but 6 employers will accept less than a high school diploma.

Training

Of 13 responding employers: 4 employers will accept an average of 6 months training to replace occupational experience, however 9 employers do not accept training to replace experience. Of 17 responding employers: 1 employer prefers, while 16 employers do not require any vocational training (but, employees must have a clean DMV record) prior to employment.

Experience

Of 17 responding employers: 2 employers require and 11 employers prefer an average of 15 months experience in the occupation, while 4 employers do not require experience. Of 11 responding employers: 8 employers will accept an average of 13 months experience in related fields to replace occupational experience, but 3 will not accept other occupational experience.

License/Certification

Yes. Light truck or delivery drivers must have a valid Class C driver's license, a good driving record and be able to pass a commercial driver's license test. In order to do the job, the ability to lift and carry as well as good eyesight and hearing are required. Must be 18 years of age for local or interstate driving or 21 years of age for intrastate commerce. Some employers prefer drivers to be at least 25 years old to avoid paying high insurance premiums.

Technical Skills

- Possession of a valid Class C driver's license
- Map reading skills
- Ability to load and unload freight
- Record keeping skills
- Ability to obtain a commercial driver's license
- Knowledge of local streets
- Ability to read invoices

Truck Drivers, Light or Delivery Services

17 Firms Responding Representing 185 Employees

Physical Skills

- Ability to pass a pre-employment medical examination
- Ability to lift at least 75 lbs. repeatedly

Personal or Other Skills

- Ability to work independently
- Possession of good DMV driving record

Basic Skills

- Ability to read and follow directions
- Basic math skills
- Oral communication skills
- Ability to write legibly

Computer Skills

- | | |
|----------------------|---|
| ▪ Word Processing | 0 |
| ▪ Spreadsheet | 1 |
| ▪ Database | 0 |
| ▪ Desktop Publishing | 0 |
| ▪ Other | 4 |

Ability to use computer programs.

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.50 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.47 on a scale of 4.00).

Recruitment Methods

Of 17 responding employers: 11 fill vacancies through responses to newspaper ads, 10 employers hire by accepting resumes from walk-in applicants, and 9 hire based on current employees' referrals.

Annual Turnover

Employers responding to the survey report a 25.7% annual turnover rate.

Size of Occupation:

Very Large Range: 1010-1100 employees

Gender:

64% Male 36% Female

Where The Jobs Are

The major employing industries include:

- Trucking and courier services, except air,
- Air transportation, scheduled,
- Motor vehicles, parts and supplies,
- Individual and family services, and
- Laundry, cleaning and garment services.

Projections

Annual Job Growth Rate (times the average):

1.05, about average.

Number of New Hires in the Last Year: 52

Promotions: 1

Employees Leaving: 45

New Positions: 6

Temporary: 0

Projected Job Openings Through 2008:

From Growth: 90 positions

From Separations: 100 positions

Total: 190 positions

Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 14 employers project their employment in this occupation will remain stable, 3 project that their employment in this occupation will grow and none of the employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 17 responding employers: 11 promote from this occupation to other positions, such as:

- Sales Position,
- Manager, and
- Supervisor.

Welders, Cutters, Solderers, and Brazers

SOC Code: 514121 – OES Code: 939140

Description: Welders, Cutters, Solderers, and Brazers use hand-welding, flame-cutting, hand soldering, or brazing equipment to weld or join metal components or to fill holes, indentations, or seams of fabricated metal products.

Alternative Titles: Welder/Fabricator.

Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$8.00	\$6.75
New Hires, With Some Experience	\$7.00-\$21.43	\$10.00
Three Plus Years Of Experience With the Firm	\$9.00-\$21.43	\$12.70

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	40 %	27 %	0 %	33 %
Dental	13 %	20 %	0 %	67 %
Vision	13 %	20 %	0 %	67 %
Life Ins.	27 %	13 %	0 %	60 %
Sick Leave	33 %	0 %	0 %	67 %
Vacation	80 %	0 %	0 %	20 %
Retirement	27 %	13 %	0 %	60 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be provided: Annual or seasonal bonus, short- and long-term disability insurance.

Union/Collective Bargaining

Yes. Of 15 responding employers: 2 employers report that their employees in this occupation are unionized, representing 13.4% of the workforce.

Time Base and Hours Worked

Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	100%	40
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	0%	0

Employer Requirements

Education

Of 15 responding employers: 7 employers require at least a high school diploma or the equivalent, 8 employers will accept less than a high school diploma and none of the employers require a two- or four- year degree.

Training

Of 13 responding employers: 5 employers will accept an average of 8 months of training to replace occupational experience, while 8 employers will not accept training to replace occupational experience. Of 15 responding employers: 4 employers require and 5 employers prefer an average of 15 months welding training prior to employment and 6 employers do not require vocational training.

Experience

Of 15 responding employers: 12 employers require and 1 prefers an average of 27 months experience in this occupation, while 2 employers do not require experience in the occupation. Of 13 responding employers: 3 employers will accept an average of 30 months experience in related fields to replace occupational experience, but 10 employers will not accept any other occupational experience.

License/Certification

Welders must be certified for jobs in which failure of welds can be dangerous. To obtain certification, welders must pass qualification tests given by some employers, trade associations, and government agencies.

Technical Skills

- Ability to pass a work performance test
- Certified pressure vessel and pipe welder
- Ability to use precision tools
- Gas welding skills
- Arc welding skills
- Ability to operate inspection equipment
- Certified structural welder
- Ability to read blueprints
- Ability to read working drawings

Welders, Cutters, Solderers, and Brazers

15 Firms Responding Representing 68 Employees

Physical Skills

- Ability to work from ladders and scaffolds
- Ability to work in awkward positions
- Ability to stand continuously for 2 or more hours

Personal or Other Skills

- Possession of mechanical aptitude
- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Able to read and follow instructions
- Ability to write legibly
- Basic math skills
- Oral communication skills

Computer Skills

- | | |
|----------------------|---|
| ▪ Word Processing | 2 |
| ▪ Spreadsheet skills | 0 |
| ▪ Database | 0 |
| ▪ Desktop Publishing | 0 |
| ▪ Other | 2 |

Ability to run shop machines.

Employment Trends

Supply and Demand

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.67 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.33 on a scale of 4.00).

Recruitment Methods

Of 15 responding employers: 11 employers hire new employees by accepting walk-in applicants, 8 employers contact the Employment Development Department and 7 employers use responses to newspaper advertisements or current employees' referrals.

Annual Turnover

Employers responding to the survey report a 36.8% annual turnover rate.

Size of Occupation:

Medium Range: 120-160 employees

Gender:

100% Male 0% Female

Where The Jobs Are

The major employing industries include:

- Fabricated structural metal products,
- Sawmills and planing mills,
- Motor vehicles and equipment,
- Miscellaneous durable goods,
- Iron and steel foundries, and
- Machinery, equipment and supplies.

Projections

Annual Job Growth Rate (times the average):

3.92, much faster than average.

Number of New Hires in the Last Year: 34

Promotions:	2
Employees Leaving:	19
New Positions:	11
Temporary:	2

Projected Job Openings Through 2008:

From Growth:	40 positions
From Separations:	30 positions
Total:	70 positions

Employer Projected Occupation Growth (Over the Next 24 months):

Of 15 responding employers: 9 employers project their employment in this occupation will remain stable, 5 project that their employment in this occupation will grow and 1 of the employers expects a decline over the next 24 months.

Other Information

Promotional Opportunities

Of 15 responding employers: 8 promote from this occupation to other positions, such as:

- Shop Foreperson, and
- Supervisor.

2004 Shasta County Training Directory

The 2004 Shasta County Training Directory

The 2004 Shasta County Training Directory is produced through a cooperative partnership between the Shasta County Private Industry Council (PIC) and the State of California Employment Development Department (EDD), Labor Market Information Division (LMID). The Shasta County Training Directory is part of the California Training and Education Providers (CTEP) directory.

What is the CTEP?

The California Training and Education Providers (CTEP) directory is the most comprehensive source of training providers in the state of California. You may access the website at: <http://www.californiacareers.info/>.

What kind of information is available on CTEP?

This easy-to-use program provides fast and efficient access to state and local educational training information. Internet web links are provided to training provider's home pages as well as to state government web sites that contain valuable occupational information to help you in your job search. Information is available about more than 2,600 private and public post secondary schools, colleges, and universities throughout California. The school profiles include: school name, mailing and physical address, phone and fax numbers, internet and email addresses (when available), a scrollable list of the types of programs offered by the school, student services offered, degrees granted, types of accreditation, and a link to street maps and transit resources. You can also look up schools by city or county, or other geographical groupings and by school type.

Who uses the CTEP information?

Many individuals, training personnel and local employers, and state agencies have found it to be a valuable source to identifying available training resources. One can find training providers based upon location, programs offered, type of school, and occupation focus.

Are the schools listed in the CTEP endorsed by EDD or PIC?

No. Although we have listed these providers in The Occupational Outlook 2004, please note that the sponsoring partners, including the Employment Development Department (EDD) does not endorse the schools listed in the California Training and Education Provider (CTEP).

Is program placement available?

Private Industry Council funding for specific programs is subject to change without notice. Program placement is contingent upon client eligibility, assessment needs and the availability of training at the specific trainer. In addition, not all of the training providers and/or programs collected within this directory will necessarily meet the PIC acceptable vendors list criteria.

Is the information accurate and current?

We have made every effort to ensure that program information is accurate and current at the time we go to print, but please note that this data changes frequently. Therefore, we recommend contacting the schools directly to verify the information listed in the profile. Phone numbers, area codes, and program offerings may change.

The 2004 Shasta County Training Directory

American Truck School, LLC

Contact Information:

8530 Commercial Way
Redding, CA 96002
Phone: (530) 223-5693
Fax: (530) 223-1086
Website: N/A
Email: at@msn.com

School Type

Proprietary (Private) Business and Technical Schools

Accreditation

WIA Eligible Training Provider
Bureau for Private Post Secondary and Vocational Education

Services

Financial Aid	Yes
Veteran Approved	Yes
Job Placement	Yes
Career Development	No
Counseling	Yes
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

Degrees or Certificates Offered

Certificate	Yes
Diploma	Yes

Types of Programs or Occupations

Transportation and Highway Engineering
Truck and Bus Driver/ Commercial Vehicle Operation

Tractor-Trailer Operation Training- Class A
(4- and 6-week programs)

Between the Lines

Contact Information:

1784 Churn Creek Rd.
Redding, CA 96002
Phone: (530) 223-2557
Fax: (530) 226-6190
Website: N/A
Email: btlines@aol.com

School Type

Proprietary (Private) Business and Technical Schools

Accreditation

Bureau for Private Post Secondary and Vocational Education

Services

Financial Aid	Yes
Veteran Approved	Yes
Job Placement	Yes
Career Development	Yes
Counseling	Yes
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

Degrees or Certificates Offered

Certificate	Yes
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Types of Programs or Occupations

CAD/CADD Drafting and/or Design
Technology/Technician
Computer Information Technology Services
Administration & Management, Other
Geological and Earth Sciences/Geosciences (GIS), Other

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Business Resource Center (BRC)

Contact Information:

1325 Pine Street
Redding, CA 96001
Phone: (530) 246-9590
Fax: (530) 225-2206
Website: www.shastabrc.com/
Email: blorrie@shastasmart.com

School Type

N/A

Accreditation

None

Services

Financial Aid	No
Veteran Approved	No
Job Placement	No
Career Development	No
Counseling	No
Child Care	No
Open Entry/Open Exit	No
Distance Learning	No

Degrees or Certificates Offered

N/A

Types of Programs or Occupations

California Accredited Consultants
Business, Management, Marketing, & Related
Support Services, Other

**We invest in the FUTURE Of BUSINESS,
Our goal is Your SUCCESS.**

Career Academy

Contact Information:

2655 Bechelli Lane
Redding, CA 96002
Phone: (530) 224-7227
Fax: (530) 224-7226
Website: www.thecareeracademy.com/
Email: info@thecareeracademy.com

School Type

Proprietary (Private) Business and Technical
Schools

Accreditation

WIA Eligible Training Provider
Bureau for Private Post Secondary and
Vocational Education

Services

Financial Aid	Yes
Veteran Approved	Yes
Job Placement	Yes
Career Development	No
Counseling	Yes
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

Degrees or Certificates Offered

Certificate	Yes
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Types of Programs or Occupations

Accounting Technology/Technician and
Bookkeeping
Business and Social Skills
Computer and Information Sciences, General
Drafting and Design Technology/Technician,
General
Electrical, Electronic & Communications
Engineering Technology/Technician
Electrical/Electronics Equipment Installation &
Repair, General
General Office Occupations and Clerical
Services
Medical Administration/ Executive Assistant &
Medical Secretary
Receptionist

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Cascade Small Business Development Center

Contact Information:

737 Auditorium Dr., Suite A
Redding, CA 96001
Phone: (530) 225-2770
Fax: (530) 225-2769
Website: www.cascadesbdc.org/
Email: nheubeck@scedd.org

School Type

Other Education

Accreditation

N/A

Services

Financial Aid	No
Veteran Approved	No
Job Placement	No
Career Development	No
Counseling	Yes
Child Care	No
Open Entry/Open Exit	No
Distance Learning	No

Degrees or Certificates Offered

N/A

Types of Programs or Occupations

Business, Management, Marketing, & Related Support Services, Other

(Business management training oriented for business owners and managers)

Computer Learning Center

Contact Information:

1647 Hartnell Ave., Suite 13
Redding, CA 96002
Phone: (530) 223-6855
Fax: (530) 223-6855
Website: www.computerlearningcenter.com/
Email: tdemarco@shastalink.k12.ca.us

School Type

Proprietary (Private) Business and Technical Schools

Accreditation

Bureau for Private Post Secondary and Vocational Education

Services

Financial Aid	No
Veteran Approved	No
Job Placement	Yes
Career Development	No
Counseling	No
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	Yes

Degrees or Certificates Offered

Certificate	Yes
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Types of Programs or Occupations

Business/Office Automation/Technology Data Entry
Computer and Information Sciences & Support Services, Other

The 2004 Shasta County Training Directory

Griffin Realty & Mortgage Company

Contact Information:

2997 Churn Creek Rd.
Redding, CA 96002
Phone: (530) 223-1768
Fax: (530) 223-2381
Website: N/A
Email: N/A

School Type

Proprietary (Private) Business and Technical Schools

Accreditation

Bureau for Private Post Secondary and Vocational Education

Services

Financial Aid	No
Veteran Approved	No
Job Placement	Yes
Career Development	Yes
Counseling	Yes
Child Care	No
Open Entry/Open Exit	No
Distance Learning	No

Degrees or Certificates Offered

Certificate	Yes
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Types of Programs or Occupations

Real Estate (Self-Study) and Test Preparation

H & R Block Tax School

Contact Information:

2643 Bechelli Lane
Redding, CA 96002
Phone: (530) 223-6672
Fax: (530) 223-6630
Website: www.hrblock.com
Email: N/A

School Type

Proprietary (Private) Business and Technical Schools

Accreditation

Bureau for Private Post Secondary and Vocational Education
California Tax Education Council

Services

Financial Aid	No
Veteran Approved	No
Job Placement	No
Career Development	No
Counseling	No
Child Care	No
Open Entry/Open Exit	No
Distance Learning	No

Degrees or Certificates Offered

Certificate	Yes
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Types of Programs or Occupations

Preparation of Tax forms

The 2004 Shasta County Training Directory

Hillside Aviation

Contact Information:

2600 Gold Street
Redding, CA 96001
Phone: (530) 241-4202
Fax: (530) 241-7125
Website: www.hillsideaviation.com/
Email: info@hillsideaviation.com

School Type

Proprietary (Private) Business and Technical
Schools

Accreditation

Federal Aviation Administration

Services

Financial Aid	Yes
Veteran Approved	No
Job Placement	No
Career Development	No
Counseling	Yes
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

Degrees or Certificates Offered

Diploma	Yes
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Types of Programs or Occupations

Airline/Commercial/Professional Pilot and Flight
Crew

Jim and I Aviators

Contact Information:

6030 Old Oregon Trail
Redding, CA 96002
Phone: (530) 221-5300
Fax: (530) 221-8307
Website: www.jimandiaviators.com/
Email: jimsnfi@jps.com

School Type

Proprietary (Private) Business and Technical
Schools

Accreditation

Federal Aviation Administration

Services

Financial Aid	No
Veteran Approved	Yes
Job Placement	No
Career Development	No
Counseling	No
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

Degrees or Certificates Offered

Diploma	Yes
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Types of Programs or Occupations

Airline/Commercial/Professional Pilot and Flight
Crew
Flight Instructor

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National University, Redding Center

Contact Information:

2195 Larkspur Lane, Suite 200
Redding, CA 96002
Phone: (530) 226-4000 - Admin: (530) 226-4004
Fax: (530) 226-4040
Website: www.nu.edu/
Email: bhirning@nu.edu

School Type

Private 4- or more year Colleges and
Universities, including Graduate and
Professional Schools

Accreditation

Accrediting Commission of the Distance
Education and Training Council
American Association of Colleges for Teacher
Education
American Association of Intensive English
Programs
California Commission on Teacher Credentialing
Commission on Collegiate nursing Education
Western Association of Schools and Colleges
(WASC)

Services

Financial Aid	Yes
Veteran Approved	Yes
Job Placement	No
Career Development	No
Counseling	Yes
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	Yes

Degrees or Certificates Offered

Master Degree	Yes
Bachelor Degree	Yes
Associate Degree	Yes
Certificate	Yes

Types of Programs or Occupations

(See next page)

National University, Redding Center

Types of Programs or Occupations

Accounting
Business Administration and Management
Business Teacher Education
Counseling Psychology
Counselor Education/School Counseling and
Guidance Services
Early Childhood Education and Teaching
Educational Leadership and Administration,
General
Elementary Education and Teaching
English Language and Literature, General
English/Language Arts Teacher Education
Human Development, Family Studies, & Related
Services, Other
Junior High/Intermediate/Middle School
Education & Teaching
Liberal Arts and Sciences/Liberal Studies
Multi-/Interdisciplinary Studies, Other
Psychology, General
Secondary Education and Teaching
Special Education and Teaching, Other
Teacher Education, Multiple Levels

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New Life Institute School of Massage Therapy

Contact Information:

1159 Hilltop Drive
Redding, CA 96002
Phone: (530) 222-1467
Fax: (530) 222-3489
Website: [N/A](#)
Email: N/A

School Type

Proprietary (Private) Business and Technical Schools

Accreditation

Bureau for Private Post Secondary and Vocational Education

Services

Financial Aid	No
Veteran Approved	No
Job Placement	No
Career Development	Yes
Counseling	Yes
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

Degrees or Certificates Offered

Certificate	Yes
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Types of Programs or Occupations

Aromatherapy
Massage Therapy/ Therapeutic Massage

North State Technical Institute (NSTI), Inc.

Contact Information:

783 Twin View Blvd.
Redding, CA 96003
Phone: (530) 222-6708
Fax: (530) 243-9800
Website: www.nsti-ca.com/
Email: info@nsti-ca.com

School Type

Proprietary (Private) Business and Technical Schools

Accreditation

Bureau for Private Post Secondary and Vocational Education

Services

Financial Aid	Yes
Veteran Approved	No
Job Placement	Yes
Career Development	Yes
Counseling	No
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	Yes

Degrees or Certificates Offered

Diploma	Yes
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Types of Programs or Occupations

Electrical, Electronic & Communications
Engineering Technology/Technician
Electrical/Electronics Equipment Installation & Repair, General
Fire Protection and Safety Technology/Technician

The 2004 Shasta County Training Directory

North Valley Helicopters- Air Shasta Rotor and Wing

Contact Information:

3770 Flight Avenue
Redding Municipal Airport
Redding, CA 96002
Phone: (530) 222-3122 or 222-0100
Fax: (530) 222-1526
Website: www.northvalleyhelicopters.com/index.html
Email: airshasta@air-shasta.com

School Type

Proprietary (Private) Business and Technical Schools

Accreditation

Federal Aviation Administration

Services

Financial Aid	No
Veteran Approved	No
Job Placement	Yes
Career Development	Yes
Counseling	Yes
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

Degrees or Certificates Offered

Diploma	Yes
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Types of Programs or Occupations

Aircraft Pilot (Private)
Airline/Commercial/Professional Pilot and Flight Crew

Real Estate Careers

Contact Information:

1145 Hartnell Avenue
Redding, CA 96002
Phone: (800) 655-1377
Fax: (619) 464-6101
Website: N/A
Email: N/A

School Type

Proprietary (Private) Business and Technical Schools

Accreditation

Bureau for Private Post Secondary and Vocational
Education
California State Department of Real Estate

Services

Financial Aid	No
Veteran Approved	No
Job Placement	Yes
Career Development	Yes
Counseling	Yes
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	Yes

Degrees or Certificates Offered

Certificate	Yes
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Types of Programs or Occupations

Real Estate

The 2004 Shasta County Training Directory

Shasta Bible College

Contact Information:

2951 Goodwater Avenue
Redding, CA 96002
Phone: (530) 221-4275
Admissions: (800) 800-4722
Fax: (530) 221-6929
Website: www.shasta.edu/
Email: registrar@shasta.edu

School Type

Private 4- or more year Colleges and Universities,
including Graduate and Professional Schools

Accreditation

Association of Christian Schools International
Bureau for Private Post Secondary and Vocational
Education
Transitional Association of Christian Colleges and
Schools
Transnational Association of Christian Colleges and
Schools

Services

Financial Aid	Yes
Veteran Approved	Yes
Job Placement	Yes
Career Development	Yes
Counseling	Yes
Child Care (Starting Fall 2004)	Yes
Open Entry/Open Exit	Yes
Distance Learning	Yes

Degrees or Certificates Offered

Master Degree	Yes
Bachelor Degree	Yes
Associate Degree	Yes
Certificate	Yes
Diploma	Yes

Types of Programs or Occupations

Bible and Biblical Studies
Educational Leadership and Administration, General
Kindergarten / Preschool Education and Teaching
Teacher Education & Professional Development-
Specific Academic and Vocational Programs, Other
Theological and Ministerial Studies, Other
Theology and Religious Vocations, Other

Shasta Builders Exchange Training Center

Contact Information:

9533 Crossroads Drive
Redding, CA 96003
Phone: (530) 222-1917
Fax: (530) 222-1918
Website: www.shastabe.com/
Email: sbetc@sbcglobal.net

School Type

Other Education

Accreditation

None Provided

Services

Financial Aid	No
Veteran Approved	No
Job Placement	No
Career Development	Yes
Counseling	No
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

Degrees or Certificates Offered

Certificates	Yes
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Degrees or Certificates Offered

Construction Boot Camp
Construction Education
Safety Training and Consultation
Business Education Courses

The 2004 Shasta County Training Directory

Shasta Community College

Contact Information:

11555 Old Oregon Trail
Redding, CA 96003
Phone: (530) 225-4600
Fax: (530) 225-4841
Website: www.shasta.cc.ca.us/
Email: info@shastacollege.edu

School Type

Community Colleges

Accreditation

WIA Eligible Training Provider
Western Association of Schools and Colleges

Services

Financial Aid	Yes
Veteran Approved	Yes
Job Placement	Yes
Career Development	Yes
Counseling	Yes
Child Care	Yes
Open Entry/Open Exit	Yes
Distance Learning	Yes
ESL	Yes

Degrees or Certificates Offered

Associate Degree	Yes
Certificate	Yes

Types of Programs or Occupations

Accounting
Accounting Technology/Technician and Bookkeeping
Agribusiness/Agricultural Business Operations
Agriculture, General
Anatomy
Anthropology
Applied Horticulture/Horticultural Business Services, Other
Applied Horticulture/Horticultural Operations, General
Architectural Drafting and Architectural CAD/CADD
Art/Art Studies, General
Automobile/ Automotive Mechanics
Technology/Technician

Shasta Community College

Biology/Biological Sciences, General
Botany/Plant Biology
Business Administration
Business Operations Support and Secretarial Services, Other
Business/Office Automation/Technology/Data Entry
Cartography
Chemistry, General
Civil Engineering Technology/ Technician
Communication Studies/ Speech Communication and Rhetoric
Computer Installation and Repair
Technology/Technician
Computer Technology/ Computer Systems Technology
Construction Engineering Technology/ Technician
Criminal Justice/Law Enforcement Administration
Criminal Justice/ Police Science
Culinary Arts/ Chef Training
Dental Hygiene/Hygienist
Diesel Mechanics Technology/ Technician
Drafting and Design Technology/Technician, General
Early Childhood Education and Teaching
Economics, General
Education, General
Electrical & Electronic Engineering Technologies / Technicians, Other
Engineering, General
English Language and Literature, General
Equestrian/Equine Studies
Executive Assistant/Executive Secretary
Family and Consumer Sciences/Human Sciences, General
Fire Science/Firefighting
Floriculture/Floristry Operations and Management
Foreign Languages and Literatures, General
Geography
Geology/ Earth Science, General
Heavy Equipment Maintenance Technology/ Technician
History, General
Home Health Aide/ Home Attendant
Hospitality Administration/Management, General
Human Development and Family Studies, General
Humanities/ Humanistic Studies
Journalism
Legal Administrative Assistant/ Secretary
Legal Assistant/ Paralegal
Legal Support Services, Other

The 2004 Shasta County Training Directory

Shasta Community College

Leisure and Recreational Activities, Other
Licensed Practical/ Vocational Nurse Training (LPN,
LVN, CERT, DIPL, AAS)
Literacy and Communication Skills
Management Information Systems, General
Mathematics, General
Mechanical Drafting and Mechanical Drafting
CAD/CADD
Medical Office Assistant/ Specialist
Medical Office Management/ Administration
Medical Transcription/ Transcriptionist
Mental Health Counseling/ Counselor
Microbiology, General
Music, General
Natural Resources/ Conservation, General
Nurse/ Nursing Assistant/ Aide and Patient Care
Assistant
Nursing- Registered Nurse Training (RN, ASN, BSN,
MSN)
Philosophy
Physics, General
Physiology, General
Plant Nursery Operations and Management
Political Science and Government, General
Psychology, General
Real Estate
Retailing and Retail Operations
Sociology
Speech and Rhetorical Studies
Surveying Technology/ Surveying
Teacher Assistant/ Aide
Theatre/Theater
Water Quality & Wastewater Treatment Management
& Recycling Technology/Technician
Welding Technology/ Welder

Shasta Regional Community Foundation

Contact Information:

2280 Benton Dr., Bldg. C, Suite A
Redding, CA 96003
Phone: (530) 244-1219
Fax: (530) 244-0905
Website: www.shastarcf.org
Email: pam@shastarcf.org

School Type

Proprietary (Private) Business and Technical Schools

Accreditation

Not Applicable

Services

Financial Aid	No
Veteran Approved	No
Job Placement	No
Career Development	Yes
Counseling	No
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

Degrees or Certificates Offered

Certificate	Yes
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Types of Programs or Occupations

Note: For Non-Profits Only
Business Management, Marketing and Related Support
Services
Finance and Financial Management Services, Other

The 2004 Shasta County Training Directory

Shasta School of Cosmetology

Contact Information:

678 North Market Street
Redding, CA 96001
Phone: (530) 243-7990
Fax: (530) 243-0632
Website: N/A
Email: N/A

School Type

Proprietary (Private) Business and Technical Schools

Accreditation

WIA Eligible Provider
Bureau for Private Post Secondary and Vocational
Education

Services

Financial Aid	Yes
Veteran Approved	Yes
Job Placement	No
Career Development	Yes
Counseling	Yes
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

Degrees or Certificates Offered

Diploma	Yes
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Types of Programs or Occupations

Cosmetology and Related Personal Grooming Arts,
Other
Cosmetology, barber/Styling, and Nail Instructor
Cosmetology/Cosmetologist, General

Shasta -Trinity Regional Occupational Program

Contact Information:

4659 Eastside Road
Redding, CA 96001
Phone: (530) 246-3302
Fax: (530) 246-3306
Website: www.strop.org/
Email: kjokela@shastalink.k12.ca.us

School Type

Secondary Schools with Occupational Programs (ROP
and vocational/occupational education)

Accreditation

California State Department of Education (Only
Courses are approved)

Services

Financial Aid	No
Veteran Approved	No
Job Placement	Yes
Career Development	Yes
Counseling	Yes
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

Degrees or Certificates Offered

Certificate	Yes
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Types of Programs or Occupations

Accounting Technology/Technician and Bookkeeping
Agricultural Mechanization, General
Agriculture, General
Animal Sciences, General
Automobile/Automotive Mechanics Technology/
Technician
Banking and Financial Support Services
Building/Property Maintenance Management
Cabinetmaking and Millwork/Millwright
Child Development
Clinical/ Medical Laboratory Technician

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Shasta –Trinity Regional Occupational Program

Communication Studies/Speech Communication and Rhetoric
Computer Science
Construction Engineering Technology/ Technician
Cosmetology, Barber/Styling, and Nail Instructor
Cosmetology/Cosmetologist, General
Criminal Justice/Police Science
Dental Assisting/Assistant
Electrical/Electronics Drafting & Electrical/
Electronics CAD/CADD
Fire Protection and Safety Technology/Technician
General Merchandising, Sales, & Related Marketing Operations, Other
Heavy Equipment Maintenance Technology/Technician
Horticultural Science
Hospitality Administration/Management, General
Landscaping and Groundskeeping
Marketing/Marketing Management, General
Mechanic and Repair Technologies/Technicians, Other
Nail Technician/Specialist and Manicurist
Natural Resources Management and Policy, Other
Nurse/Nursing Assistant/Aide and Patient Care Assistant
Ornamental Horticulture
Pharmacy Technician/Assistant
Phlebotomy/Phlebotomist
Photography
Radio and Television Broadcasting
Technology/Technician
Restaurant, Culinary, and Catering Management/ Manager
Tourism and Travel Services Management
Veterinary/Animal Health Technology/ Technician & Veterinary Assistant
Web Page, Digital/Multimedia & Information Resources Design
Welding Technology/Welder

Simpson College

Contact Information:

2211 College View Drive
Redding, CA 96003
Phone: (530) 226-5600
Admissions: (800) 598-2493
Fax: (530) 226-4861
Website: www.simpsonca.edu/
Email: admissions@simpsonca.edu

School Type

Private 4- or more year Colleges and Universities, including Graduate and Professional Schools

Accreditation

WIA Eligible Provider
Western Association of Schools and Customers

Services

Financial Aid	Yes
Veteran Approved	Yes
Job Placement	No
Career Development	Yes
Counseling	Yes
Child Care	No
Open Entry/Open Exit	No
Distance Learning	No

Degrees or Certificates Offered

Associate Degree	Yes
Bachelor's Degree	Yes
Master's Degree	Yes
Certificate	Yes

Types of Programs or Occupations

See next page

The 2004 Shasta County Training Directory

Simpson College

Types of Programs or Occupations

Bible/Biblical Studies
Business Administration and management, General
Communication Studies/ Speech Communication and Rhetoric
Education, General
Educational, Instructional, and Curriculum Supervision
English Language and Literature, General
English/Language Arts Teacher Preparation
History, General
Human Resources Management/Personnel Administration, General
Liberal Arts and Sciences/Liberal Studies
Literacy and Communication skills
Mathematics, General
Missions/Missionary Studies and Missiology
Music Teacher Education
Music, General
Pastoral Studies/Counseling
Psychology, General
Reading Teacher Education
Social Science Teacher Education
Social Sciences, General
Teacher Education & Professional Development, Specific Subject Areas, Other
Teacher Education, Multiple Levels
Theological and Ministerial Studies, Other
Theology and Religious Vocations, Other
Theology/Theological Studies

The SMART Community Employment Center (CEC)

Contact Information:

1201 Placer Street
Redding, CA 96001
Phone: (530) 246-7911
Fax: (530) 246-4254
Website: www.shastsmart.com/
Email: info@shastsmart.com

School Type

Other Education

Accreditation

Work Force Investment Act
Bureau for Private Post Secondary and Vocational Education

Services

Financial Aid	No
Veteran Approved	Yes
Job Placement	Yes
Career Development	Yes
Counseling	No
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

Degrees or Certificates Offered

Certificate	Yes
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Types of Programs or Occupations

Adult Education Skill Enhancement
Business Software Courses
Computer Fundamentals Course
Employment Related Workshops
GED Preparation and Tutoring- Independent Study Software
Typing and Data Entry Certification

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United Educational Services

Contact Information:

942 Merchant Street
Redding, CA 96001
Phone: (530) 226-6415
Fax: (530) 223-0161
Website: www.unitededucational.com
Email: info@unitededucational.com

School Type

Proprietary (Private) Business and Technical Schools

Accreditation

Bureau for Private Post Secondary and Vocational Education

Services

Financial Aid	No
Veteran Approved	No
Job Placement	Yes
Career Development	Yes
Counseling	Yes
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	Yes

Degrees or Certificates Offered

Certificate	Yes
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Types of Programs or Occupations

Real Estate

Apprenticeship Programs

What is an apprentice program?

The apprenticeship program is founded upon practical, on-the-job training and related academic instruction. These programs vary in length from one to five years and are planned to meet the needs of a particular industry or occupation.

Is an apprenticeship paid or unpaid?

The apprenticeship program is an "earn-as-you-learn" program. In addition, you will receive medical insurance, pension credits, vacation pay, an annuity contribution and tuition-free classes. Upon completion of the training program, an apprentice receives a Journeyman's Status Certificate issued by the State of California Department of Industrial Relations, Division of Apprenticeship Standards.

You may contact the following offices to find out more information on apprenticeships.

State of California Department of Industrial Relations Division of Apprenticeship Standards

2424 Arden Way, Suite 160
Sacramento, CA 95825
Phone: (916) 263-2877
Fax: (916) 263-0981
Website: www.dir.ca.gov/

Carpenters Union Local 1599

900 Locust Street, Room 1
Redding, CA 96001
Phone: (530) 241-2022
Fax: (530) 241-2023
Website: www.carpenter-trng-ncal.org/

Shasta/Butte Electrical Industry Joint Apprentice Training Committee

900 Locust Street
Redding, CA 96001
Phone: (530) 241-2468
Fax: (530) 241-0319
Website: www.ibewlocal340.org/

Plumbing, Heating and Cooling Contractors (PHCC)

Shasta Builder's Exchange
2990 Innsbruck Drive
Redding, CA 96003
Phone: (530) 221-5556

Shasta County Training Providers for 2001-2003 Occupations

Page	Occupation	Page	Occupation
16	Accountants and Auditors OES 211140 – SOC 132011 Career Academy National University, Redding Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)	34	Computer Programmers, including Aides OES 251051 – SOC 151021 Between The Lines Career Academy Computer Learning Center Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)
18	Amusement and Recreation Attendants OES 680140 – SOC 393091 Shasta Community College (Casino Management)	36	Computer Support Specialists OES 251040 – SOC 151041 Between The Lines Career Academy Computer Learning Center Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)
20	Automotive Body and Related Repairers OES 853050 – SOC 493021 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)	38	Construction Managers OES 150170 – SOC 119021 Shasta Builder's Exchange Training Center Shasta Community College
22	Automotive Service Technicians and Mechanics OES 853020 – SOC 493023 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)	40	Cooks – Restaurant OES 650260 – SOC 352014 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)
24	Bakers– Bread and Pastry OES 650210 – SOC 513011 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)	42	Customer Service Representatives OES 553350 – SOC 434051 Shasta Community College
26	Bookkeeping, Accounting and Auditing Clerks OES 553380 – SOC 433031 Career Academy National University, Redding Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)	44	Dental Assistants OES 660020 – SOC 319091 Shasta Community College (Dental Program) Shasta-Trinity Regional Occ. Program (ROP)
28	Carpenters OES 871020 – SOC 472031 Apprenticeship Programs Shasta Builder's Exchange Training Center Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)	46	Dental Hygienists OES 329080 – SOC 292021 Shasta Community College (Dental Program) Shasta-Trinity Regional Occ. Program (ROP)
30	Cashiers OES 490230 – SOC 412011 SMART Comm. Employment Center (CEC)	48	Drafters OES 225140 – SOC 173011 Between the Lines Career Academy Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)
32	Child Care Workers OES 680380 – SOC 399011 National University, Redding Shasta Bible College Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)	50	Electricians– OES 872020 – SOC 472111 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP) Shasta/Butte Electrical Industry Joint Apprentice Training Committee Shasta Builder's Exchange Training Center

Shasta County Training Providers for 2001-2003 Occupations

Page	Occupation
52	Financial Managers OES 130020– SOC 113031 Between the Lines Business Resource Center (BRC) Cascade Small Business Dev. Center National University, Redding Shasta Community College Simpson College
54	Food Preparation Workers OES 650380 – SOC 252021 N/A
56	Food Service Managers OES 150261 – SOC 119051 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)
58	General Managers and Top Executives OES 190050 – SOC 111021 Business Resource Center (BRC) Cascade Small Business Dev. Center National University, Redding Shasta Community College Simpson College
60	Hand Packers and Packagers OES 989020 – SOC 537064 N/A
62	Heating, Air-Conditioning and Refrigeration Mechanics and Installers OES 859020 – SOC 499021 Plumbing, Heating and Cooling Contractors (PHCC) Shasta Builder's Exchange Training Center Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)
64	Hosts, Hostesses – Restaurant, Lounge or Coffee Shop OES 650020 – SOC 359031 N/A
66	Human Service Workers OES 273080– SOC 211093 National University, Redding Shasta Community College Shasta-Trinity Regional Occ. Program (ROP) Simpson College

Page	Occupation
68	Instructional Aides (Teacher Assistants) OES 315211 – SOC 259041 Shasta Community College SMART Comm. Employment Center (CEC) Shasta-Trinity Regional Occ. Program (ROP)
70	Janitors and Cleaners- Except Maids OES 670050 – SOC 372011 N/A
72	Kindergarten Teachers, Except Special Education OES 313040 – SOC 252012 National University, Redding Shasta Bible College Shasta Community College Simpson College
74	Laborers, Landscaping and Grounds-keeping OES 790410 – SOC 373011 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)
76	Legal Secretaries OES 551020– SOC 436012 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)
78	Loan Officers and Counselors OES 211080– SOC 132072 N/A
80	Machinists OES 891080 – SOC 514041 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)
82	Maids and Housekeeping Cleaners OES 670020 – SOC 372012 N/A
84	Maintenance Repairers– General Utility OES 851320 – SOC 499042 North State Technical Institute (NSTI) Shasta Builder's Exchange Training Center Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)
86	Medical and Clinical Laboratory Technologists OES 329020– SOC 292011 Shasta Community College (Pre Requisites Only)

Shasta County Training Providers for 2001-2003 Occupations

Page	Occupation	Page	Occupation
88	Medical Assistants OES 660050 – SOC 319092 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)	106	Receptionists and Information Clerks OES 553050– SOC 434171 Career Academy Computer Learning Center Shasta Community College Shasta-Trinity Regional Occ. Program (ROP) SMART Comm. Employment Center (CEC)
90	Medical Records and Health Information Technicians OES 329110 – SOC 292071 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)	108	Registered Nurses OES 325020 – SOC 291111 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)
92	Nursing Aides, Orderlies, and Attendants OES 660080 – SOC 311012 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)	110	Residential Counselors OES 273070 – SOC 399041 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP) SMART Comm. Employment Center (CEC)
94	Office Clerks, General OES 553470– SOC 439061 Career Academy Computer Learning Center Shasta Community College Shasta-Trinity Regional Occ. Program (ROP) SMART Comm. Employment Center (CEC)	112	Salespersons – Retail (Except Vehicle Sales) OES 490112 – SOC 412031 SMART Comm. Employment Center (CEC)
96	Paralegal Personnel OES 283050– SOC 232011 Shasta Community College	114	Secretaries, Except Legal and Medical OES 551080– SOC 436014 Career Academy Computer Learning Center Shasta Community College Shasta-Trinity Regional Occ. Program (ROP) SMART Comm. Employment Center (CEC)
98	Personnel, Training and Labor Relations Managers OES 130050– SOC 113040 National University, Redding Shasta Community College Simpson College (Business Administration)	116	Security Guards OES 630470– SOC 339032 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)
100	Physical Therapists OES 323080 – SOC 291123 Shasta Community College	118	Social Workers – except Medical and Psychiatric OES 273050– SOC 211021 National University, Redding Shasta Community College Simpson College
102	Police and Sheriffs Patrol Officers OES 630140 – SOC 333051 Shasta Community College	120	Special Education Teachers, Preschool, Kindergarten, and Elementary OES 313110– SOC 252041 National University, Redding Shasta Bible College Shasta Community College Simpson College
104	Preschool Teachers, Except Special Education OES 313030 – SOC 252011 National University, Redding Shasta Bible College Shasta Community College		

Shasta County Training Providers for 2001-2003 Occupations

Page	Occupation
122	Stock Clerks – Stockroom, Warehouse, Storage Yard OES 580230 – SOC 435081 SMART Comm. Employment Center (CEC)
124	Teachers- Elementary School OES 313050 – SOC 252021 National University, Redding Shasta Bible College Shasta Community College Simpson College
126	Teachers- Secondary School OES 313080– SOC 252031 National University, Redding Shasta Bible College Shasta Community College Simpson College
128	Teachers- Vocational Education and Training OES 313140– SOC 251194 National University, Redding Shasta Bible College Shasta Community College Simpson College
130	Truck Drivers- Heavy and Tractor-Trailer OES 971020 – SOC 533032 American Truck School, LLC
132	Truck Drivers-Light or Delivery Services OES 971050 – SOC 533033 N/A
134	Welders, Cutters, Solderers and Brazers OES 939140 – SOC 514121 Shasta Community College Shasta-Trinity Regional Occ. Program (ROP)

Appendix

CCOIS Questionnaire



Please return completed questionnaire to:
 Shasta County Private Industry Council / SMART - Warmington
 1201 Placer St. Phone (530) 245-1570
 Redding, CA 96001 Fax (530) 245-1596

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Occupation: 680140 AMUSEMENT AND RECREATION ATTENDANTS		
Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.		
Does your firm employ any individual performing the duties in the occupation described above? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please complete this survey for the occupation described. If no, please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in your county .		
1. What job title(s) does your firm use for these duties?	Job Title(s): _____	
2. a. How many employees does your firm currently have in this occupation?	Number of Employees: _____	
b. In this occupation, how many are:	Number of Males: _____	Number of Females: _____
c. In this occupation, how many current employees are there and on average how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm?		
vacancies resulting from people in permanent positions leaving your firm?		
new permanent positions resulting from growth?		
temporary, on call, or seasonal positions?		
5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation, is prior experience in this occupation required?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)	
If yes or preferred, how much experience in this occupation is required/preferred?	<input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below:	
Is experience in other occupations accepted?	Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		

CCOIS Questionnaire

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No (months)																																																														
10. Is technical or vocational training required prior to employment in this occupation? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred (months)																																																														
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one).																																																																
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study																																																																
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.																																																														
<ul style="list-style-type: none"> • New hires, no experience (trained or untrained): • New hires who are experienced: • Experienced employees after 3 years with your firm: <p style="text-align: center;">(Please check one)</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left; padding: 2px;"><u>Base Wage or Salary</u></th> <th style="text-align: left; padding: 2px;"><u>Other Compensation</u></th> <th style="text-align: left; padding: 2px;"><u>Type of Compensation</u></th> </tr> <tr> <td style="padding: 2px;">\$ _____</td> <td style="padding: 2px;">\$ _____</td> <td style="padding: 2px;"><input type="checkbox"/> Commission</td> </tr> <tr> <td style="padding: 2px;">\$ _____</td> <td style="padding: 2px;">\$ _____</td> <td style="padding: 2px;"><input type="checkbox"/> Tips</td> </tr> <tr> <td style="padding: 2px;">\$ _____</td> <td style="padding: 2px;">\$ _____</td> <td style="padding: 2px;"><input type="checkbox"/> Bonus</td> </tr> <tr> <td style="padding: 2px;"><input type="checkbox"/> Hour <input type="checkbox"/> Week</td> <td style="padding: 2px;"><input type="checkbox"/> Hour <input type="checkbox"/> Week</td> <td style="padding: 2px;"><input type="checkbox"/> Piece Rate</td> </tr> <tr> <td style="padding: 2px;"><input type="checkbox"/> Month <input type="checkbox"/> Year</td> <td style="padding: 2px;"><input type="checkbox"/> Month <input type="checkbox"/> Year</td> <td style="padding: 2px;"><input type="checkbox"/> Other</td> </tr> <tr> <td colspan="3" style="padding: 2px;">Specify _____</td> </tr> </table>	<u>Base Wage or Salary</u>	<u>Other Compensation</u>	<u>Type of Compensation</u>	\$ _____	\$ _____	<input type="checkbox"/> Commission	\$ _____	\$ _____	<input type="checkbox"/> Tips	\$ _____	\$ _____	<input type="checkbox"/> Bonus	<input type="checkbox"/> Hour <input type="checkbox"/> Week	<input type="checkbox"/> Hour <input type="checkbox"/> Week	<input type="checkbox"/> Piece Rate	<input type="checkbox"/> Month <input type="checkbox"/> Year	<input type="checkbox"/> Month <input type="checkbox"/> Year	<input type="checkbox"/> Other	Specify _____			<table border="1" style="width: 100%; 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13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?		<input type="checkbox"/> Yes <input type="checkbox"/> No																																																														
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:																																																																
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If yes, what are the titles of the positions to which they may be promoted?		_____																																																														
b. What skills are important for career advancement?		_____																																																														
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17. What other new skills are needed to perform the duties of this occupation?																																																																

18. When your firm hires employees for this occupation, which are the top three most successful recruitment methods?																																																																
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19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="checkbox"/> Yes <input type="checkbox"/> No																																																														
Would you like to receive a complimentary copy of the survey results for this occupation?		<input type="checkbox"/> Yes <input type="checkbox"/> No																																																														

THANK YOU FOR YOUR COOPERATION !

Alphabetical List of Surveyed Occupations, 1995-2003

The following is a list of occupations with the year or years that they were surveyed by the California Cooperative Occupational Information System (CCOIS) program in Shasta County.

Occupations surveyed in 2001, 2002 and 2003 are available in this 2004 edition of the **Occupational Outlook**.

Information on occupations surveyed from 1995 to 1999 is available on the Shasta County Private Industry Council labor market information website: www.norcalink.com/

If you have any questions, please contact:

CCOIS Project Coordinator
Shasta County Private Industry Council
1201 Placer Street
Redding, California 96001
Phone: (530) 245-1570
Fax: (530) 245-1596

A

Accountants and Auditors (1997, 2002)
Amusement and Recreation Attendants (1998, 1999, 2002)
Assemblers and Fabricators (1995)
Assemblers and Fabricators – Except Machine, Electrical, Electronic and Precision (2000)
Assemblers – Electrical and Electronic Equipment (Precision) (1998)
Automotive Body and Related Repairers (1999, 2002)
Automotive Mechanics (1997, 2000)
Automotive Service Technicians and Mechanics (2003)

B

Bakers – Bread and Pastry (1997, 2001)
Bartenders (1999)
Bill and Account Collectors (1999)
Billing, Cost and Rate Clerks (1998)
Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers (1995, 1998, 2001)
Bus Drivers – School (2000)

C

Carpenters (1995, 2002)
Cashiers (1996, 2000, 2003)
Child Care Workers (1996, 1999, 2002)
Computer Network Technicians (1998)
Computer Programmers, including Aides (1996, 2001)
Computer Support Specialists (2003)
Construction Managers (2000, 2003)
Cooks – Restaurant (1995, 2001)
Cooks – Specialty Fast Food (1997)
Correction Officers and Jailers (1997)
Cost Estimators (1998)
Counter and Rental Clerks (1998)
Customer Service Representatives – Non-Utilities (1995)
Customer Service Representatives (2003)

D

Data Entry Keyers (1995)
Dental Assistants (1996, 1999, 2002)
Dental Hygienists (1997, 2001)
Drafters (2002)

E

Education Administrators (1999)
Electrical and Electronic Engineers (1996)
Electricians (1995, 1999, 2002)
Elementary Teachers (see “Teachers – Elementary”)

F

Financial Managers (1999, 2002)
First Line Supervisors and Manager/Supervisors – Clerical and Administrative Support (2000)
First Line Supervisors and Manager/Supervisors – Sales and Related Occupations (1995, 1998)
Food Preparation Workers (1997, 2000, 2003)
Food Service Managers (1996, 2001)

G

Gardeners, Groundskeepers, except Farm (1997)
General Managers and Top Executives (1999, 2002)
General Office Clerks (see “Office Clerks, General”)
Guards and Watch Guards (see “Security Guards”)

Alphabetical List of Surveyed Occupations, 1995-2003

H

Hairdressers, Hairstylists and Cosmetologists (1999)
Hand Packers and Packagers (2001)
Heating, Air Conditioning and Refrigeration
Mechanics and Installers (1995, 1999, 2002)
Home Health Aides (1999)
Home Health Care Workers (1995)
Hosts, Hostesses – Restaurant, Lounge or Coffee
Shop (1998, 2002)
Hotel Desk Clerks (2000)
Human Service Workers (1997, 2001)

I, J, & K

Instructional Aides (1998, 2001)
Janitors and Cleaners, except Maids and
Housekeeping Cleaners (1998, 2002)
Kindergarten Teachers (see “Teachers –
Kindergarten”)

L

Laborers, Landscaping and Groundskeeping (2001)
Legal Secretaries (1996, 1999, 2002)
Licensed Vocational Nurses (1995, 2000)
Loan Officers and Counselors (2002)

M

Machinists (1998, 2003)
Maids and Housekeeping Cleaners (1997, 2000,
2003)
Maintenance Repairers – General Utility (1997,
2001)
Marketing, Advertising and Public Relations
Managers (1997)
Medical and Clinical Laboratory Technologists
(2003)
Medical Assistants (1996, 1999, 2002)
Medical Records and Health Information Technicians
(1996, 2003)
Medical Secretaries (1997)
Medical Records Technicians (see “Medical Records
and Health Information Technicians”)

N & O

Nurse Aides (see “Nursing Aides, Orderlies, and
Attendants”)
Nursing Aides, Orderlies, and Attendants (1995,
2000)
Office Clerks, General (1997, 2000, 2003)
Office Managers (1995)
Order Fillers, Wholesale and Retail Sales (1999)

P & Q

Paralegal Personnel (1995, 2001)
Personnel, Training and Labor Relations Managers
(1998, 2001)
Pharmacy Technicians (1997)
Physical Therapists (2001)
Physical Therapy Aides (1996)
Physical Therapy Assistants (1996)
Police and Sheriffs Patrol Officers (2003)
Preschool Teachers, Except Special Education (1997,
2000, 2003)

R

Receptionists and Information Clerks (1996, 1999,
2002)
Recreation Workers (see “Amusement and
Recreation Attendants”)
Registered Nurses (1996, 2001)
Residential Counselors (1998, 2001)

S

Salespersons – Retail, except Vehicle Sales (1996,
2001)
Sales Agents – Selected Business Services (1996)
School Bus Drivers (see “Bus Drivers – School”)
Secondary School Teachers (see “Teachers –
Secondary School”)
Secretaries (see “Secretaries, except Legal and
Medical”)
Secretaries, except Legal and Medical (1995, 1998,
2001)
Secretaries – Legal (see “Legal Secretaries”)
Secretaries – Medical (see “Medical Secretaries”)

Alphabetical List of Surveyed Occupations, 1995-2003

Security Guards (1995, 2000, 2003)
Social Workers, except Medical and Psychiatric
(1998, 2002)
Social Workers – Medical and Psychiatric (2000)
Special Education Teachers (1996, 2000)
Special Education Teachers, Preschool, Kindergarten,
and Elementary (2003)
Stock Clerks – Sales Floor (1997)
Stock Clerks – Stockroom, Warehouse, Storage Yard
(1999, 2002)
Surgical Technicians (1998)
Switchboard Operators (1995)
Systems Analysts (1995)
Systems Analysts – Electronic Data Processing
(1999)

T

Teachers – Kindergarten (1997, 2000)
Teachers – Elementary School (1997, 2001)
Teachers – Preschool (see “Preschool Teachers,
Except Special Education”)
Teachers – Secondary School (1997, 2001)
Teachers – Special Education (see “Special
Education Teachers” and “Special Education
Teachers, Preschool, Kindergarten, and
Elementary”)
Teachers – Vocational Education and Training
Teachers/Instructors (2002)
Tellers (1998)
Traffic, Shipping and Receiving Clerks (1995, 1998)
Truck Drivers – Heavy or Tractor Trailer
(1996, 2000, 2003)
Truck Drivers – Light, including Delivery and Route
Workers (1996, 2000)
Truck Drivers – Light or Delivery Services (2003)
Typists (1995)

U, V, W, X, Y & Z

Vehicle Salespersons – Retail (1999)
Vocational and Educational Counselors (1998)
Vocational Education and Training
Teachers/Instructors (see “Teachers – Vocational
Education and Training”)
Waiters and Waitresses (1996)
Welders and Cutters (1996, 2000)
Welders, Cutters, Solderers and Brazers (2003)

Local Partners By County

CCOIS Local Partners Address List By County

ALAMEDA

Oakland Private Industry Council
1212 Broadway, Fl 3
Oakland, CA 94612
Phone: (510) 768-4400
Fax: (510): 451-4049
Web site: www.oaklandpic.org/

ALPINE

See "Golden Sierra Consortium"

AMADOR

See "Mother Lode Consortium"

BUTTE

Private Industry Council
Of Butte County
2075 Baldwin Avenue
Oroville, CA 95966
Phone: (530) 538-7301
FAX: (530) 532-7674
Web site: www.ncen.org/butte

CALAVERAS

See "Mother Lode Consortium"

COLUSA

See "North Central Counties Consortium"

CONTRA COSTA

Workforce Investment Board of
Contra Costa County
2425 Bisso Lane, Suite 100
Concord, CA 94520-4817
Phone: (925) 646-5239
FAX: (925) 646-5517
Web site: www.ehsd.org/

DEL NORTE

See "Northern Rural Training and
Employment Consortium, NoRTEC"

EL DORADO

See "Golden Sierra Consortium"

FRESNO

Fresno Area Workforce Investment
Corp.
2035 Tulare Street, Suite 203
Fresno, CA 93721
Phone: (559) 497-7877
FAX: (559) 490-7175
Web site: www.jobsfresno.com/

GLENN

See "North Central Counties Consortium"

GOLDEN SIERRA CONSORTIUM

Golden Sierra Job Training Agency
117 New Mohawk Rd., Suite E
Nevada City, CA 95959
Phone: (530) 265-3201
FAX: (530) 885-5579 – agency
Web site: www.goldensierra.com/

HUMBOLDT

Humboldt County Employment
Training Division
930 Sixth Street
Eureka, CA 95501
Fax: (707) 445-6228
Web site: none

IMPERIAL

Workforce Investment Board of
Imperial County
2995 South 4th Street, Suite 101
El Centro, CA 92243
Phone: (760) 353-5050
FAX: (760) 353-5050
Web site: www.wibic.bizland.com/

INYO

See "Kern / Inyo / Mono Consortium"

KERN

(Kern/ Inyo/ Mono Consortium)
Employers' Training Resource
2001 28th Street
Bakersfield, CA 93301
Phone: (661) 336-6849
FAX: (661) 336-6892
Web site: none

KINGS

Kings County Job Training Office
120 North Irwin Street
Hanford, CA 93230
Phone: (559) 585-3538
FAX: (559) 585-7398
Web site: none

LAKE

See "North Central Counties
Consortium"

LASSEN

See "Northern Rural Training and
Employment Consortium"

LOS ANGELES

City of Long Beach Workforce
Development Bureau
110 Pine Avenue, Suite 1100
Long Beach, CA 90802
Phone: (562) 570-7730
FAX: (562) 570-7733
Web site: www.longbeachworkforce.org/

MADERA

Madera County Private Industry
Council
209 East 7th Street
Madera, CA 93638
Phone: (559) 662-4500
FAX: (559) 673-1794
Web site: www.maderacoe.k12.ca.us/

MARIN

See "North Bay Employment
Connection"

MARIPOSA

See "Mother Lode Consortium"

MENDOCINO

Mendocino Private Industry Council
631 South Orchard Ave.
Ukiah, CA 95482
Phone: (707) 467-5900
FAX: (707) 467-5901
Web site: www.mpic.org/

MERCED

Merced County Private Industry
Training Department
1880 West Wardrobe Avenue
Merced, CA 95340
Phone: (209) 385-7324, x2003
FAX: (209) 725-3592
Web site: www.co.merced.ca.us/pitd

MODOC

See "Northern Rural Training and
Employment Consortium"

MONO

See "Kern / Inyo / Mono Consortium"

MONTEREY BAY (Monterey, San Benito, Santa Cruz)

Monterey County Workforce
Investment Board
730 LaGuardia Street
Salinas, CA 93902
Phone: (831) 759-6644
FAX: (831) 755-3246
Web site: www.co.monterey.ca.us

MOTHER LODE CONSORTIUM

Mother Lode Job Training
19900 Cedar Road North
Sonora, CA 95370
Phone: (209) 533-3396
FAX: (209) 533-1079
Web site: www.jobconnect.org/

NAPA

See "North Bay Employment
Connection"

NEVADA

See "Golden Sierra Consortium"

NORTH BAY EMPLOYMENT CONNECTION (NBEC)

North Bay Employment Connection
1700 Second Street, Suite 378
Napa, CA 94559
Phone: (707) 259-8764
FAX: (707) 259-8681
Web site: www.northbayemployment.org

CCOIS Local Partner Address List By County

NORTH CENTRAL COUNTIES CONSORTIUM (NCCC)

North Central Counties Consortium
1215 Plumas Street, Suite 1800
Yuba City, CA 95991
Phone: (530) 822-7145
FAX: (530) 822-7150
Web site: www.nccpic.org/

NORTHERN RURAL TRAINING AND EMPLOYMENT CONSORTIUM (NoRTEC)

Private Industry Council of Butte County
2075 Baldwin Avenue
Oroville, CA 95966
Phone: (530) 538-7301
FAX: (530) 532-7674
Web site: www.ncen.org/butte

ORANGE

County of Orange Workforce
Investment Board
1300 South Grand, Bldg. B, Third
Floor
Santa Ana, CA 92705
Phone: (714) 567-7370
FAX: (714) 834-7132
Web site: www.oc.ca.gov/

PLACER

See "Golden Sierra Consortium"

PLUMAS

See "Northern Rural Training and
Employment Consortium"

RIVERSIDE

Riverside Economic Development
Agency
1151 Spruce Street
Riverside, CA 92507
Phone: (909) 955-3100
FAX: (909) 955-3131
Web site: www.rivcoeda.org/

SACRAMENTO (Sacramento/ Yolo Joint Project)

Sacramento Employment & Training
Agency
925 Del Paso Blvd.
Sacramento, CA 95815
Phone: (916) 263-3800
FAX: (916) 263-5427
Web site: www.seta.net/

SAN BENITO

See "Monterey County"

SAN BERNARDINO

County of San Bernardino
Jobs and Employment Services
1075 S. Mount Vernon Avenue
Colton, CA 92324
Phone: (909) 872-1506
FAX: (909) 872-1578
Web site: www.jesd.com/

SAN DIEGO

San Diego Workforce Partnership, Inc.
1551 4th Avenue, Suite 600
San Diego, CA 92101
Phone: (619) 238-1445
FAX: (619) 544-9691
Web site: www.workforce.org/

SAN FRANCISCO

Private Industry Council of San
Francisco
1650 Mission Street, Suite 300
San Francisco, CA 94103-2490
Phone: (415) 431-8700
FAX: (415) 431-8702
Web site: www.picsf.org/

SAN JOAQUIN

San Joaquin Employment and Economic
Development Department
850 North Hunter Street
Stockton, CA 95202
Phone: (209) 468-3500
FAX: (209) 462-9336
Web site: none

SAN LUIS OBISPO

San Luis Obispo Private Industry
Council
4111 Broad Street, Suite A
San Luis Obispo, CA 93401
Phone: (805) 788-2601
FAX: (805) 541-4117
Web site: www.jobhunt.org/

SAN MATEO

Sunnyvale NOVA Private Industry
Council
505 W. Olive Avenue, Suite 550
Sunnyvale, CA 94086
Phone: (408) 730-7232
FAX: (408) 773-9054
Web site: www.novapic.org/

SANTA BARBARA

Co. of Santa Barbara, Department of Social
Services
234 Camino del Remedio
Santa Barbara, CA 93110
Phone: (805) 681-4650
FAX: (805) 614-1529
Web site: www.jobviewer.com/

SANTA CLARA

Sunnyvale NOVA Private Industry Council
505 W. Olive Avenue, Suite 550
Sunnyvale, CA 95086
Phone: (408) 730-7232
FAX: (408) 773-9054
Web site: www.novapic.org/

SANTA CRUZ

See "Monterey County"

SHASTA

Shasta County Private Industry Council
1220 Sacramento Street
Redding, CA 96001
Phone: (530) 246-7911
FAX: (530) 245-1596
Web site: www.norcalink.com/

SIERRA

See "Golden Sierra Consortium"

SISKIYOU

See "Northern Rural Training and
Employment Consortium"

SOLANO

See "North Bay Employment Connection"

SONOMA

See "North Bay Employment Connection"

STANISLAUS

Stanislaus County Dept. of Education and
Training
P. O. Box 3389
Modesto, CA 95353-3389
Phone: (209) 558-2110
FAX: (209) 558-2164

Web site: www.standet.org/

SUTTER

See "North Central Counties Consortium"

TEHAMA

See "Northern Rural Training and
Employment Consortium"

TRINITY

See "Northern Rural Training and
Employment Consortium"

TULARE

Tulare County Workforce Investment Dept.
4025 West Noble Avenue, Suite A
Visalia, CA 93277
Phone: (559) 713-5200
FAX: (559) 713-5264

Web site: www.tcpic.org/

TUOLUMNE

See "Mother Lode Consortium"

VENTURA

County of Ventura Workforce
Development Division
505 Poli Street
Ventura, CA 93001
Phone: (805) 652-7601
FAX: (805) 652-7842

Web site: www.ventura.org/

YOLO

See "Sacramento/Yolo Joint Project"

YUBA

See "North Central Counties Consortium"

At-A-Glance Tables

The At-A-Glance: Occupational Wage and Occupational Growth Tables are included as a convenience to the users of this book. We hope that this information is helpful to our readers.

At-A-Glance Occupational Wage Table

The At-A-Glance Occupational Wage table reflects the wages as shown in the **Shasta County 2004 Occupational Outlook and Training Directory** for the occupations surveyed from 2001, 2002 and 2003. We have included columns for the wage for the entry-level employees, or those with no experience, the wage for employees with some experience and the wage for employees with three or more years of experience. If you need the median wage, please refer to the summary for that occupation.

At-A-Glance Projections of Occupational Growth Table

The At-A-Glance Projections of Occupational Growth table reflects information from the State of California Employment Development Department-Labor Market Division, Occupational Employment Projections 2001-2008 for Shasta County. Projections for occupations surveyed from 2001 through 2003 are listed. This information is available from the State of California Employment Development Department-Labor Market Division and can be accessed on line at: www.calmis.ca.gov/

At A Glance: Occupational Wage Table

Page	Title of Occupation	Survey Year	Non-Union, Union, or All	Entry -Level (No Experience)	New to Firm With Some Experience	Three or More Years Experience
16	Accountants and Auditors	2002	All:	\$8.15 - \$19.18	\$12.00-\$20.79	\$11.00-\$28.77
18	Amusement and Recreation Attendants	2002	All:	\$6.75-\$7.00	\$6.75-\$8.00	\$6.75-\$10.00
20	Automotive Body and Related Repairers	2002	All:	\$6.75-\$8.50	\$8.00-\$18.00	\$10.00-\$25.00
22	Automotive Service Tech and Mechanics	2003	All:	\$7.00-\$9.25	\$6.75-\$21.47	\$9.00-\$23.97
24	Bakers - Bread and Pastry	2001	All:	\$6.25-\$9.25	\$6.25-\$9.50	\$7.50-\$13.50
26	Bookkeeping, Accounting and Auditing Clerks	2001	All:	\$6.25-\$9.25	\$7.00-\$13.69	\$8.00-\$16.00
28	Carpenters	2002	Non-union:	\$8.00-\$12.67	\$9.00-\$16.00	\$11.00-\$25.00
			Union:	\$22.10-\$22.10	\$13.61-\$27.43	\$17.38-\$27.43
30	Cashiers	2003	All:	\$6.75-\$7.25	\$6.75-\$8.56	\$7.25-\$11.00
32	Child Care Workers	2002	Non-union:	\$6.75-\$8.55	\$7.00-\$8.98	\$7.25-\$10.00
			Union:	\$8.63-\$8.63	\$8.19-\$9.80	\$9.02-\$10.83
34	Computer Programmers including Aides	2001	Non-union:	\$6.75-\$13.90	\$10.00-\$16.78	\$12.00- \$23.97
			Union:	\$15.09-\$16.70	\$14.34-\$17.54	\$16.63-\$22.28
36	Computer Support Specialists	2003	Non-union:	\$11.99-\$11.99	\$8.50-\$18.22	\$12.00-\$25.97
			Union:	N/A	\$9.85-\$16.43	\$10.74-\$18.11
38	Construction Managers	2003	All:	N/A	\$10.00-\$25.05	\$15.00-\$31.16
40	Cooks- Restaurant	2001	All:	\$6.25-\$8.50	\$7.00-\$8.00	\$8.00-\$11.50
42	Customer Service Representatives	2003	All:	\$6.75-\$10.24	\$6.75-\$11.51	\$7.50-\$15.75
44	Dental Assistants	2002	All:	\$7.00-\$8.00	\$8.00-\$13.00	\$10.00-\$15.00
46	Dental Hygienists	2001	All:	\$18.75-\$32.50	\$18.75-\$37.50	\$18.75-\$43.75
48	Drafters	2002	All:	\$6.75-\$20.00	\$8.00-\$21.00	\$11.00-\$21.00
50	Electricians	2002	All:	N/A	\$9.00-\$18.00	\$13.00-\$22.86
52	Financial Managers	2002	All:	N/A	\$12.00- \$25.20	\$14.00- \$24.93
54	Food Preparation Workers	2003	All:	\$6.75-\$9.21	\$6.75-\$9.50	\$6.75-\$10.94

At A Glance: Occupational Wage Table

Page	Title of Occupation	Survey Year	Non-Union, Union, or All	Entry –Level (No Experience)	New to Firm With Some Experience	Three or More Years Experience
56	Food Service Managers	2001	All:	\$6.75 - \$11.51	\$6.25 - \$12.79	\$7.00 - \$15.00
58	General Managers and Top Executives	2002	All:	\$ 8.63-\$17.26	\$10.55-\$33.00	\$12.27-\$35.00
60	Hand Packers and Packagers	2001	All:	\$6.25-\$7.79	\$6.25-\$10.25	\$6.25-\$12.83
62	Heating, Air Conditioning, and Refrigeration Mechanics	2002	All:	\$7.00-\$10.00	\$8.00-\$16.54	\$13.00-\$21.00
64	Hosts, Hostesses- Restaurant, Coffee Shops, Lounges	2002	All:	\$6.75-\$7.50	\$6.75-\$7.50	\$6.75-\$8.50
66	Human Service Workers	2001	All:	\$6.25-\$14.45	\$6.50-\$15.83	\$8.00-\$19.10
68	Instructional Aides	2001	Non-union:	\$6.25-\$9.00	\$6.50-\$10.00	\$7.00-\$11.00
			Union	\$7.20-\$9.01	\$7.94-\$10.00	\$7.94-\$13.11
70	Janitors and Cleaners- except Maids	2002	Non-union:	\$6.75-\$7.50	\$6.75-\$9.00	\$7.00-\$10.00
			Union:	\$9.52-\$9.99	\$10.08-\$11.48	\$11.00-\$12.69
72	Kindergarten Teachers, Except Special Education	2001	Union	\$16.30-\$18.63	\$14.26-\$18.63	\$14.26-\$19.33
74	Labor, Landscaping and Grounds-keeping	2002	Non-union:	\$6.25-\$8.00	\$7.00-\$9.00	\$8.00-\$10.42
			Union	\$8.83-\$8.83	\$11.00-\$11.54	\$11.87-\$15.00
76	Legal Secretaries	2002	All:	\$6.90-\$11.51	\$8.00-\$15.45	\$9.50-\$17.26
78	Loan Officers and Counselors	2002	All:	\$8.50-\$14.38	\$8.30-\$23.01	\$8.59-\$37.40
80	Machinists	2003	All:	\$8.00-\$9.00	\$8.00-\$16.00	\$10.00-\$21.00
82	Maids and Housekeeping Cleaners	2003	All:	\$6.75-\$7.75	\$6.75-\$9.00	\$6.75-\$11.00
84	Maintenance Repairers – General Utility	2001	Non-union:	\$6.25-\$10.30	\$6.25-\$10.70	\$7.00-\$19.18
			Union	N/A	\$11.28-\$19.18	\$11.28-\$19.18
86	Medical and Clinical Laboratory Technologists	2003	All:	\$8.00-\$8.00	\$10.00-\$24.00	\$15.00-\$29.43
88	Medical Assistants	2002	All:	\$8.00-\$10.00	\$8.00-\$12.00	\$9.21-\$14.00
90	Medical Records and Health Information Technicians	2003	All:	\$6.75-\$9.45	\$7.00-\$11.00	\$8.00-\$15.00
92	Nursing Aides, Orderlies and Attendants	2003	All:	\$6.75-\$8.35	\$7.00-\$9.00	\$8.00-\$10.00
94	Office Clerks, General	2003	All:	\$6.75-\$8.00	\$6.75-\$11.00	\$7.00-\$15.00

At A Glance: Occupational Wage Table

Page	Title of Occupation	Survey Year	Non-Union, Union, or All	Entry –Level (No Experience)	New to Firm With Some Experience	Three or More Years Experience
96	Paralegal Personnel	2001	All:	\$7.00 - \$9.52	\$8.00 - \$20.00	\$9.00 - \$25.00
98	Personnel, Training and Labor Relations Managers	2001	All:	N/A	\$10.36-\$22.60	\$10.36-\$35.96
100	Physical Therapists	2003	All:	\$20.00-\$23.00	\$20.00-\$49.00	\$23.32-\$49.00
102	Police and Sheriff's Patrol Officers	2003	Union:	\$15.76-\$17.34	\$16.07-\$21.74	\$17.75-\$22.83
104	Preschool Teachers, Except Special Education	2001	All:	\$6.75-\$9.16	\$6.75-\$12.19	\$7.00-\$13.50
106	Receptionists and Information Clerks	2001	All:	\$6.75-\$ 8.92	\$7.00-\$11.14	\$7.48-\$13.00
108	Registered Nurses	2001	Non-union:	\$17.00-\$17.75	\$14.35-\$24.50	\$16.13-\$27.34
			Union:	\$18.34-\$18.34	\$18.07-21.00	\$21.09-\$21.96
110	Residential Counselors	2001	All:	\$6.25-\$ 7.65	\$6.25-\$10.07	\$6.25-\$12.00
112	Salespersons – Retail (except Vehicle Sales)	2001	All:	\$6.25-\$8.00	\$6.25-\$10.00	\$7.20-\$12.00
114	Secretaries, except Legal / Medical	2001	All:	\$6.25-\$11.37	\$6.25-\$11.91	\$8.25-\$15.00
116	Security Guards	2003	All:	\$6.75-\$11.28	\$6.75-\$12.80	\$7.25-\$17.40
118	Social Workers, except Medical and Psychiatric	2002	All:	\$12.03-\$19.56	\$6.75-\$25.00	\$8.55-\$34.52
120	Special Education Teachers, Preschool, Kindergarten, and	2003	Union:	\$16.30-\$18.63	\$16.06-\$18.93	\$16.40-\$19.72
122	Stock Clerks – Stockroom, Warehouse	2002	All:	\$6.75-\$9.00	\$6.75-\$10.00	\$7.75-\$16.00
124	Teachers- Elementary School	2001	Union:	\$16.30-\$20.39	\$16.30-\$18.63	\$16.30-\$23.84
126	Teachers- Secondary School	2001	Union:	\$15.96-\$18.63	\$17.62-\$22.00	\$18.66-\$28.15
128	Teachers- Vocational Education and Training	2002	All:	\$7.00-\$12.00	\$7.75-\$22.37	\$9.00-\$31.25
130	Truck Drivers- Heavy and Tractor Trailer	2003	Non-union:	\$13.50-\$13.50	\$9.21-\$15.98	\$9.21-\$21.00
			Union:	N/A	\$11.51-\$23.62	\$18.00-\$23.62
132	Truck Drivers- Light or Delivery Services	2003	All:	\$6.75-\$11.00	\$6.75-\$15.82	\$7.00-\$19.25
134	Welders, Cutters, Solderers and Brazers	2003	All:	\$6.75-\$8.00	\$7.00-\$21.43	\$9.00-\$21.43

At A Glance: Projections of Occupational Growth

Page	Occupational Title	Year	Annual Averages		Absolute Change	Percent Change	Openings Due to Separations
			2001	2008			
16	Accountants and Auditors	2002	200	210	10	5	20
18	Amusement/Recreation Attendants	2002	200	230	30	15	50
20	Automotive Body and Related Repairers	2002	110	120	10	9.1	20
22	Automotive Service Technicians and Mechanics	2003	150	160	10	6.7	30
24	Bakers - Bread and Pastry	2001	100	110	10	10	10
26	Bookkeeping, Accounting & Auditing Clerks	2001	1,110	1,110	0	0	150
28	Carpenters	2002	520	560	40	7.7	60
30	Cashiers	2003	2,220	2,540	320	14.4	790
32	Child Care Workers	2002	900	940	40	4.4	220
34	Computer Programmers including Aides	2001	90	100	130	11.1	10
36	Computer Support Specialists	2003	150	190	40	26.7	10
38	Construction Managers	2003	130	140	10	7.7	20
40	Cooks- Restaurant	2001	460	480	20	4.3	100
42	Customer Service Representatives	2003	710	980	270	38	50
44	Dental Assistants	2002	160	190	30	18.8	20
46	Dental Hygienists* (data from 1999-2006)	2001	80	90	10	12.5	10
48	Drafters	2002	60	70	10	16.7	10
50	Electricians	2002	380	430	50	13.2	50
52	Financial Managers	2002	190	190	0	0	20
54	Food Preparation Workers	2003	330	340	10	3	90
56	Food Service Managers	2001	110	100	-10	-9.1	10
58	General Managers and Top Executives	2002	890	950	60	6.7	110
60	Hand Packers and Packers	2001	310	350	40	12.9	60
62	Heating, A/C, and Refrigeration Mechanics	2002	50	60	10	20	0
64	Hosts, Hostesses- Restaurant, Coffee Shops, & Lge.	2002	180	180	0	0	40
66	Human Service Workers	2001	190	220	30	15.8	20
68	Instructional Aides (Teacher Assistants)	2001	1470	1500	30	2	210
70	Janitors and Cleaners- except Maids	2002	1000	1060	60	6	130
72	Kindergarten Teachers, Except Special Education	2003	30	30	0	0	0
74	Laborers, Landscaping and Groundskeeping	2001	480	520	40	8.3	90
76	Legal Secretaries	2002	60	70	10	16.7	10
78	Loan Officers and Counselors	2002	130	160	30	23.1	20
80	Machinists	2003	80	90	10	12.5	10
82	Maids and Housekeeping Cleaners	2003	620	690	70	11.3	100

At A Glance: Projections of Occupational Growth

Page	Occupational Title	Year	Annual Averages		Absolute Change	Percent Change	Openings Due to Separations
			2001	2008			
84	Maintenance Repairers – General Utility	2001	480	520	40	8.3	40
86	Medical and Clinical Laboratory Technologists	2003	60	60	0	0	10
88	Medical Assistants	2002	340	380	40	11.8	70
90	Medical Records and Health Information Technicians	2003	100	120	20	20	20
92	Nursing Aides, Orderlies, and Attendants	2003	790	830	40	5.1	70
94	Office Clerks, General	2003	1,690	1,840	150	8.9	240
96	Paralegal Personnel	2001	70	80	10	14.3	0
98	Personnel, Labor Relations Managers	2001	70	80	10	14.3	10
100	Physical Therapists	2001	70	80	10	14.3	0
102	Police and Sheriff's Patrol Officers	2003	280	310	30	10.7	40
104	Preschool Teachers, Except Special Education	2003	190	180	-10	-5.3	20
106	Receptionists and Info Clerks	2002	580	610	30	5.2	90
108	Registered Nurses	2001	1,330	1,460	130	9.8	190
110	Residential Counselors* (data from 1999-2006)	2001	180	210	30	16.7	30
112	Salespersons – Retail (except Vehicle Sales)	2001	1,970	2,300	330	16.8	580
114	Secretaries, except Legal / Medical	2001	810	790	-20	-2.5	90
116	Security Guards	2003	420	480	60	14.3	90
118	Social Workers, except Medical and Psychiatric	2002	190	220	30	15.8	20
120	Special Education Teachers, Preschool, Kindergarten, and Elementary	2003	70	90	20	28.6	10
122	Stock Clerks – Stockroom, Warehouse	2002	540	610	70	13	150
124	Teachers- Elementary School	2001	1250	1250	0	0	200
126	Teachers- Secondary School	2001	810	830	20	2.5	170
128	Teachers -Vocational Education and Training	2002	30	30	0	0	10
130	Truck Drivers, Heavy or Tractor Trailer	2003	1,040	1,170	130	12.5	110
132	Truck Drivers, Light	2003	1,010	1,100	90	8.9	100
134	Welders and Cutters	2003	120	160	40	33.3	30

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Shasta County labor market information website:

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